



OUR VIEW ON...

SERVICES PROCUREMENT VENDOR MANAGEMENT

In the last decade, enormous strides have been made in 'traditional' temporary workforce management in terms of process optimisation and enabling technologies. However comparatively little progress has been seen in services procurement – for example, Statement of Work (SOW) engagements - during this same period.

As a result, it is hardly surprising that just as an organisation increases its processes and governance for temporary labour, more and more labour-related spend is being driven towards services based engagements where the business unit is able to enjoy greater levels of autonomy, control and flexibility.

Very often, Procurement's involvement in many services-based engagements is limited to the initial RFX procurement process, vendor evaluation, selection and then formal onboarding as an approved supplier.

Due to bandwidth constraints, Procurement is often unable to provide hands-on support for the ongoing project. As a result, delivery management, the supplier relationship and performance management of an engagement falls to the business and to an engagement or project manager who can be ill-equipped or lack the time to dedicate to these tasks.

Without a supporting infrastructure and a service operating framework with a structured yet flexible process, the management of services engagements can become time consuming, complex and expensive for organisations to manage.

The results of managing service engagements in this way can lead to unnecessary reputational risk and significant unplanned cost through:

- failure to ensure that suppliers are meeting their contractual obligations
- lack of diligence to validate that suppliers' employees and associate resources have all undergone appropriate background checking and screening
- unmet delivery specifications and agreed milestones

AT GIBBS HYBRID, WE PROVIDE OUR CLIENTS WITH A MANAGED SERVICE SOLUTION CAPABILITY TO MANAGE THEIR SERVICES PROCUREMENT ENGAGEMENTS, END TO END.

We work closely, as a partner, with business stakeholders, demonstrating deep operational understanding of the business requirements so that we can work with suppliers to create the appropriate supplier relationship, business engagement and desired outcomes.

As an extension of your procurement organisation, Gibbs Hybrid enables organisations to identify, engage, onboard and manage suppliers and supplier engagements providing valuable speed to market, agility and responsiveness providing a catalyst for revenue generation.

GIBBS' TOTAL TALENT MANAGEMENT SERVICES GIVE OUR CLIENTS THE ABILITY TO FULLY CAPITALISE ON THE POTENTIAL OF THEIR EMPLOYEES TOGETHER WITH THE EXTENDED WORKFORCE. OPTIMISING A BLEND OF BOTH PERMANENT AND CONTINGENT TALENT ENABLES ORGANISATIONS TO BE AGILE, RESPONSIVE AND RELEVANT WITH THE LATEST SKILLS AND EXPERTISE IN A DYNAMIC MARKET.

For more information on Total Talent Management visit gibbshybrid.com or contact:

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