

GIBBSHYBRID

EMPOWERING THE INTELLIGENT ENTERPRISE



THE CLIENT:

GLOBAL BUSINESS SERVICES & TECHNOLOGY COMPANY

Our client, a leading Global Business Services & Technology company has undergone a radical transformation over the last couple of decades. From being a giant in computer hardware technology, the business has been remodelled to a systems, services, and software company -- focusing on integrated solutions.

Our client's Software business represents a cornerstone of this transformation and one of the company's key strategic imperatives underpinning growth and future success.

Customer Challenge

Successful client delivery is everything and central to this is the use of 3rd party suppliers providing technical sub-contractor subject matter expertise. Whilst experiencing tremendous growth and simultaneously transforming into a new business segment, this has resulted in many operational challenges. With multiple lines of business, fragmented processes and little or no meaningful reporting capability, the engagement of critical 3rd party skills and expertise was increasingly complex and time consuming for project and business unit owners. Hiring Managers found the process of raising a requisition for a consultant all the way through to getting them and their suppliers paid accurately and on time to be challenging. Reputational and contractual risk was also needed to ensure that 3rd party supplied consultants were legally allowed to work and that they did not represent a risk due to either a criminal past or unethical behaviour. For such a large, global organisation, the supply chain for such diverse skills and talent meant that increasingly, members of the Global Procurement team were consumed with contractual, transactional and operational issues and a very long supplier tail.

Our Approach

Gibbs Hybrid implemented a Managed Service Provider programme comprising people, process and technology. Using agile principles, Gibbs designed optimised processes and implemented a programme to simplify, augment the client and supplier/consultant experience, provide 100% compliance of all consultants engaged and provide visibility of spend for informed strategic decision making. Underpinned by a world leading Vendor Management System platform technology, end-to-end processes are supported providing a single, centralised way of managing initial requirements all the way through to getting suppliers and their consultants paid. Through high levels of stakeholder engagement, business sponsorship and commitment to the programme was obtained by sharing the benefits and value with key Hiring Managers and users of 3rd party supplier technical sub-contractor consultants.

CASE STUDY

Benefits & Outcomes delivered

Numerous benefits have resulted for our client following the launch of this programme.

Global Procurement has been able to reduce their supplier tail from over 100 suppliers to a single supplier.

Gibbs Hybrid provided consolidated invoicing and billing. Valuable Procurement time is now spent on higher value-adding, business partnering activities rather than time consuming transactional and operational issues. Suppliers into our client have traditionally relied upon individual relationships within the company to maintain and secure repeat business.

With all opportunities passing through the Managed Service programme and being distributed to them, suppliers can be assured of getting access to all opportunities and are able to reduce their expensive cost of sale, in turn focus on investing in capability and domain expertise. The time to hire 3rd party consultants has been significantly reduced by over 30%, meaning that hiring managers can now engage talent into critical client projects faster – with the assurance that 100% of all consultants deployed into delivery projects are fully compliant, thus reducing risk.

Rich, meaningful data and reporting provides transparency and visibility of spend to better inform decision making and allow complete budget control.

A dedicated point of contact infrastructure makes the entire process for stakeholders – hiring managers, suppliers and their consultants, much easier making the easy way to buy and engage external talent, the right way.

ABOUT US

Gibbs Hybrid is an international single-source integrated provider of Talent Management Services, Programme Consultancy and Outsourcing solutions to mid-market and FORTUNE 500 companies.

Gibbs Hybrid offers a single source integrated solution with programme consultancy, talent, technology and outsourcing initiatives that drive customer success.

Our three lines of business – total talent management, programme technology solutions and outsourcing can integrate with each other, creating Hybrid capabilities, or stand alone as best-of-breed solutions.

To every engagement we bring a set of goals and a core philosophy. We aim to be our clients' most respected and trusted partner and our philosophy is always to champion Innovation, Customer Centricity and Expert Execution.

We are Certified WBE (woman-owned business) and Certified EMB (ethnic-minority owned business). The company is a corporate member of MSDUK, the UK's leading non-profit organisation driving inclusive procurement, and we actively participate in WEConnect International, the global network that connects women-owned businesses to qualified buyers around the world.

For more information, visit www.gibbshybrid.com



EMPOWERING THE INTELLIGENT ENTERPRISE

STATISTICS

Single point of contact team structure for all requirements.

Assurance of compliance reducing risk for our client and their clients.



Single, consistent process with easy to use and accessible systems.

Reducing the number of client suppliers from 100+ to 1,

allowing Global Procurement to focus on more Strategic, value adding activities.



SPEED TO HIRE.

FULL REPORTING CAPABILITY

INCREASED CANDIDATE QUALITY.



EASE OF ENGAGEMENT.

INCREASE STAKEHOLDERS ENGAGEMENT.

ACCESS TO TECHNICAL SME AT MARKET RATES ENSURING COMPETITIVE RATES.

PRESENTING GREATER OPPORTUNITIES TO CLIENT'S SUPPLIERS, ALLOWING THEM TO INVEST IN THE RELATIONSHIP.

