

# GIBBSHYBRID

## 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 redefined as a system, services, and software organisation focusing on integrated solutions. Our client's Software business represents a cornerstone of this transformation and is one of the company's key strategic imperatives underpinning growth and future success. For this business, Gibbs Hybrid implemented a Managed Service Provider programme comprising people, process and technology, reducing the number of client suppliers from 100 to a single one.

### THE CHALLENGE

We quickly discovered upon engagement that the client required a process designed to be tailored to their specific needs, rather than an "off the shelf" solution, with a one size fits all approach for each of the business units involved.

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 alike. Hiring managers found the process of raising a requisition for a consultant through to getting them and their suppliers paid accurately and on time, to be challenging.

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. The proposed programme needed to account for reputational and

contractual risk, 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.

Using agile principles, Gibbs designed optimised processes and implemented a Management Service Provider 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. We provided a consistent, yet flexible approach to processing their Technical Sub Contractor engagements, in line with their strategies and the priorities of their end clients.

Making use of a Vendor Management System to ensure all data is tracked allowed us to provide the client with reporting on insights and trends, aimed at equipping them with the knowledge that was previously not easily accessible and helping to support them to meet their goals and objectives.

### THE OUTCOME

Our approach ensured that our client and their suppliers had a single point of contact for their queries with clearly defined points of escalation, reduced administrative burden for both the client and suppliers and an efficient process to enable engagements to be implemented at speed whilst ensuring that compliance and legal requirements are adhered to. Our processes were developed to ensure a robust and efficient methodology what is followed by all that interact with the programme.

The time to hire 3rd party consultants has been 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.



## CASE STUDY

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 in-scope opportunities passing through the Managed Service programme and distributed to them, suppliers can be assured of getting access to opportunities and are able to reduce their expensive cost of sale, in turn focus on investing in capability and domain expertise.

For information on Gibbs Hybrid Talent Services, please visit [bit.ly/GHTalentservices](http://bit.ly/GHTalentservices).

### ABOUT US

Gibbs Hybrid is an International IT & Business Services firm providing a "one-stop shop" solution helping customers with Project Consultancy, Talent Services and Outsourced Solutions whilst driving customer success to mid-market & global businesses.

We serve our clients via our three lines of business – Project Consultancy, Talent Services & Outsourced Solutions – all with unique service offerings. Our lines of business have delivered collaborative solutions for more than 15 years with more than 600 employees and consultants.

Headquartered in Surrey, UK, Gibbs Hybrid provides world-class solutions across Talent Services, Managed Project Solutions and Outsourced Solutions from a wide range of sectors including technology services, oil and gas, pharmaceuticals, consumer goods, banking, fintech and financial services. The company has pioneered a mixed model that offers both high quality resourcing and consultancy project solutions. This bespoke approach has secured a rapidly growing global footprint across the UK, Eastern Europe and North America.

We are minority woman-owned business and a corporate member of MSDUK, the UK's leading non-profit organisation driving inclusive procurement. We are a corporate member of WEConnect International, the global network that helps women-owned businesses succeed in global value chains.

[www.GibbsHybrid.com](http://www.GibbsHybrid.com)

## 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.



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