

shaping the world of life sciences



randstad managed services case study

Big Pharma Company

January - April 2010

In January 2010 we were asked to investigate the possibilities of a European MSP for the largest pharma company worldwide.

Situation

This pharma company had an MSP in the USA for many years, both for temporary staffing and professional labour. This is a vendor neutral MSP.

The MSP that this company uses in the US doesn't exist in Europe, only in the UK.

Furthermore this MSP was recently replaced by a diversity company who took over the staff of the existing MSP.

As a result of recent mergers, this large pharma organisation had different companies they needed to consolidate in Europe, all of which had a separate procurement and HR department.

Countries involved were France, UK, Switzerland, Belgium, Italy, Spain, the Netherlands, Germany and Nordics.

After analyzing, the following conclusion was made:

- In all countries there were different levels of maturity in HR and in procurement
- All companies were working with local companies and had a large list of suppliers
- Temporary staffing spend was transparent
- Professional spend was unknown or unclear
- Emerging markets had a lot of permanent recruitment spend
- Developed markets were trying to create greater flexibility

- No history of central procurement
- No HR vision on a European level
- No existing VMS system
- Fieldglass in the US as VMS

Conclusion

For this big pharma company, the immediate transition to an MSP was considered too soon. The first phase would be creating a master vendor business model for temporary staffing and phase out all local suppliers who had no added value.

For professional staffing a number of well-defined suppliers were selected and an HR rate card was made to manage rates. Quality would be measured in the future by the HR departments and central procurement would be involved in the selection of suppliers.

A solution was crafted on a country by country level, taking into consideration the local legislating and needs of the business units.

The second phase would be to identify countries which are ready to start with an MSP.

We advised the following countries: France, UK, Belgium and the Netherlands.

This will be the project for 2011 – 2012.

In the meantime we have begun VMS implementation in these countries.

Randstad Life Sciences

Tania De Decker

Senior International Account Director

M: +32 494 56 17 42

Tania.de.decker@randstadholding.com