

Harvey Nash

Part of Nash Squared

Key MSP Client Case Studies

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Service Delivery Experts for MSP Programs

We average in the top three suppliers across our MSP Programs



Servicing 115 MSP Programmes in 19 countries

100% Compliance across all Programmes

Streamlined Communication- single point of contact

98% rate of response average

2:1 Submission-to-requirement ratio average

4:1 Submission-to-hire ratio average

Recruiter to request ratio maxed out at 1:3 at any given time

Less than 24-hour average response time

Bill rates consistently below industry average



Dedicated Client Delivery Team-
picked based on;

- Location
- Skillset
- Industry Engagement
- Rules of Engagement

MSP Track Record

MSP & Industry Recognitions:

- Allegis Global Solutions Strategic Partner: 2015-2023
- **2023 AGS Supplier of the Year**
- Visa's Supplier of the Year- MSP Program: 2017-2020
- KellyOCG: Supplier of Excellence
- 2022 Staffing Industry Analyst- 100 NA List
- 2022 TechServe Excellence Award Winner
- 2022 TIARA US Talent Solutions Award Finalist

Some of our other notable US MSP clients include:



MSP Client Case Study

The Background:

- Participated in previous Lab 126 MSP program beginning in 2013
- Transitioned into the new MSP/Amazon account Jan. 2017
- Dec. 2017: Awarded entrance into additional Amazon distribution lists
- **550+** placements since partnership began



The Results:

- **2022 Supplier Ranking:**
 - **Top supplier supporting Professional, Project Management & IT**
- **65** Placements in Q1 2022
- Headcount as of Q3 2022: **115+**
- **Headcount Includes:**
 - Business Analyst
 - Data Analyst
 - Data Collection Researcher
 - Non-IT Project/Program Manager
 - Quality Assurance Tech
 - Recruiters
 - Software Developer Engineer
- **Contract Recruiter Success:**
 - Placed 250+ Recruiters since partnership began
 - Current Recruiter Headcount: 50+
 - Selected exclusively by client for bulk hiring initiative- 2021
 - **Recruiter Placements Include:** Recruiter (Application Channel), Pipelining, Recruiter (Light Tech High/MVP), Recruiter (low to high-level), Technical Recruiter, etc.

MSP Case Study & Engineering Solution

The Background:

- Went live supporting the CAT/MSP Contingent Labor Program March 2017
- 70+ hires in first year
- 2017: Awarded Supplier of the Year
- **500+** Placements since partnership began



- **Headcount Includes:** Business Analysts, Developers, *Engineers, Executive Assistants, IT Analysts, Planning Processors, Systems Administrators, etc.
- **2022 Data:** Ranked #2 in Spend & #2 in Headcount (Headcount: 200+)
- **Engineering Solution:** Expanded engineering capabilities by hiring new employees, engineering SMEs & providing specialized training.
- **300+** Engineers placed since partnership began

Engineering Placements Include:

- Autonomous
- Design
- Electrical
- Embedded Software
- Industrial
- Infotainment
- Manufacturing
- Mechanical
- Thermal

MSP Client Case Study

The Background:

- Went live supporting Samsung / MSP Contingent Labor Program 8/2019
- Client runs a well-established supplier community with very tenured suppliers
- Client frequently requires highly technical resources to fill needs



The Results:

- **150+ placements since partnership began**
- **Headcount as of Q3 2022: 68**
- **Headcount Includes:** Business Analyst, Marketing Managers, Network Architects, Operations Manager, Recruiter, Software Tester, Supply Chain Analyst, Technical Writer, etc.
- **Top Supplier:**
 - **Consistently Ranked Top 5:**
 - Competitive 2 Month Starts
 - Fill Rate
 - Headcount

MSP Client Case Study

Mastercard / MSP US Program Experience:

- **Supporting US program since November 2019**
- Added first to program to support hard to fill skill sets:
 - Technical Program Manager
 - Project Manager- Technical
- Added to additional IT Distribution Lists in May 2020
- 58 Offers to Date
- Headcount as of Q2 2022: 33
- Hiring Blitz Q4 2021: **Harvey Nash 1st Place Supplier**
- **2022 US Ranking:**
 - #1 Supplier in 2 Month Starts
 - #2 Overall Supplier YTD (Per Program Team)
 - #4 Supplier in Headcount
- **Placements Include:**
 - Lead Developer
 - Lead Technical Program Manager
 - Sr. Business Analysts
 - Sr. Software Development Engineer
 - Sr. Technical Communicator
 - Sr. Technical Project Manager



Global Partnership

Supporting Mastercard / AGS Globally:

- Belgium
- Ireland
- Poland
- UK
- US

Global Ranking:

- 50+ Contractors Placed Globally
- #1 Supplier in 2 Month Starts
- #2 Supplier in Global Headcount

MSP Client Case Study

The Background:

- Supporting client since 2009
- Visa's 2017, 2018 & 2019 "Supplier of the Year" through the MSP program
- Supporting IT & Non-IT contingent labor categories
- **1,000+** placements since partnership began



The Results:

- Headcount as of July 2022: **55+**
- **2022 Standings:**

- **#4 Supplier YTD Spend**
- **#2 Supplier YTD Headcount**
- **#4 Supplier 2 Month Starts**

Headcount Includes:

- Application Support Specialists
- Data Analysts
- Developers (Java, .Net)
- Enterprise Analysts
- Executive Administrators
- Financial Analysts

- Hadoop Administrators
- IT Audit Managers
- IT Project Managers
- Program Managers
- QA Test Analysts
- Recruiters
- Scrum Masters
- Software Engineers
- Technical Business Analysts
- Technical Writers
- UX/UI Designers, etc.



How We Operate

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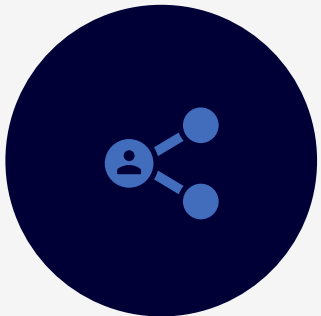
Predictive Staffing Key Elements



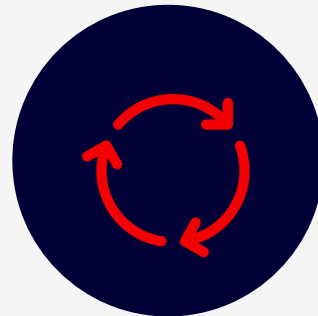
Dedicated Teams: We assign a dedicated HNUS team to each customer.



Business Intelligence: We're intentional. Data collection and analysis drives our process.



Simplified Operations: We make it easier for clients with single points of contact and the highest standards of sourcing, screening, and compliance.



Continuous Pipeline: We stay ahead of client needs to be ready for requirements before the needs arise.

Dedicated Client Delivery Team

Executive Oversight

Accountable for successful delivery at customer location, including governance of KPI's & SLA's.

Client Delivery Manager

Responsible for the client relationship and the delivery process. "Client Expert" and single POC for client (and MSP team).

Account Manager

The main POC for consultants & oversees all administrative aspects of the delivery process.



Recruiting Management


Responsible for overseeing all Recruitment efforts. Manages and drives recruiting KPI's as well as ensuring proper skill alignment.

Resource Manager (Rec Lead)

Responsible for operating client-minded and ensures all candidates meet client-specific standards.

Recruiting Team

Team members selected based on SME in client's area of needs.

A person wearing a red and white plaid shirt is holding a black pen and pointing at a candlestick chart on a piece of paper. The chart is printed on a grid and shows price movement with red and teal bars. In the top left corner of the chart, there are some small text elements: '006', '0.00002', '0.02008', and '0/50/100/200'.

Metrics & Tracking

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Tracking = Success

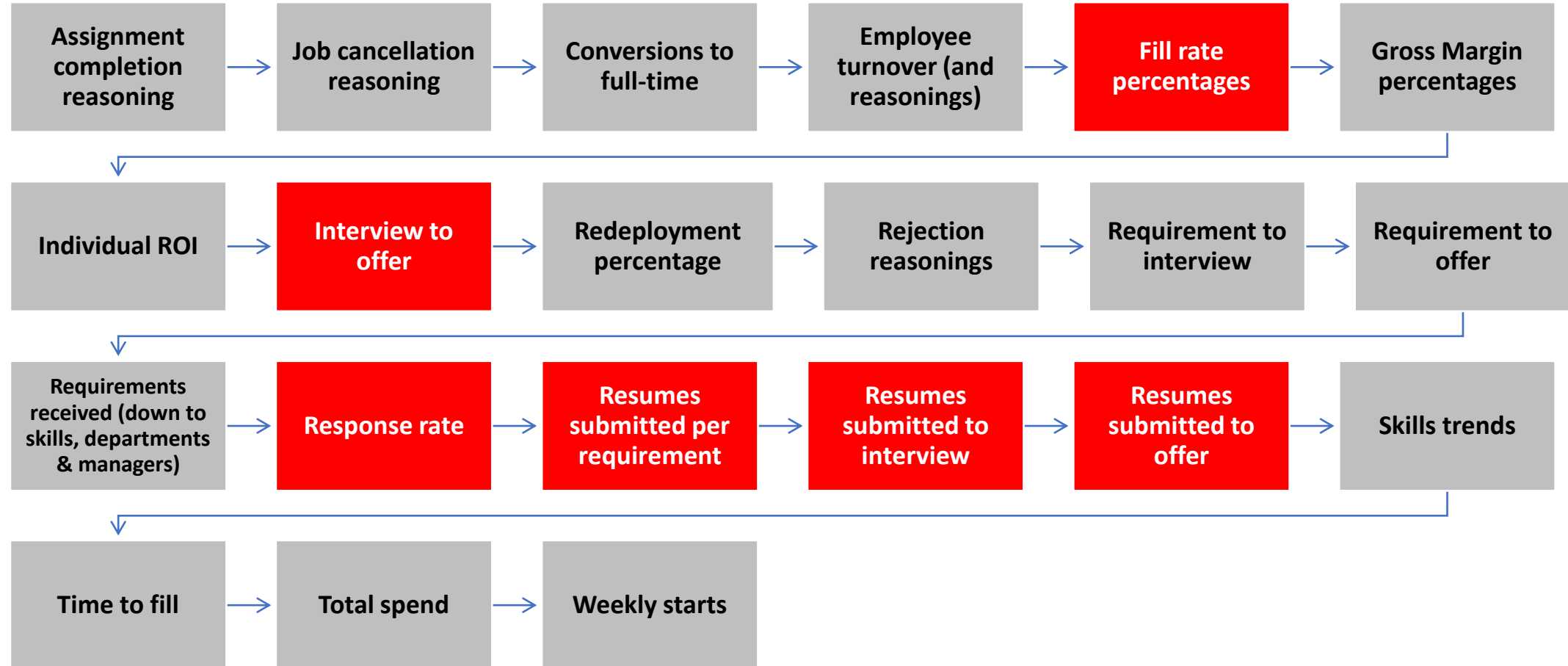
- ✓ Dedicated resources to track all ATS data
- ✓ Real time, on-demand KPI metric tracking
- ✓ Daily VMS report review
- ✓ Periodic team adjustments (based on KPI's)
- ✓ Monthly client trend reviews
- ✓ Quarterly data assessments
- ✓ Participation in client scorecard review process



What gets
measured
gets done.

Data obsession is in our DNA. Our investment in robust teams paired with our disciplined workflow ensures total data accuracy.

What We Track





Thank you

**Harvey
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