



smRTpass

An nTech Company

A guide to delivering a winning business case for an MSP solution

Prior to implementing a successful MSP, start by building a case for one

With around \$3.7 trillion dollars sunk into the contingent labor industry, the verdict is clear: workers have choice, and they are choosing the flexibility of contracting. Executives need to be proactive with and prepare for upcoming projects to ensure they have the much-needed resources and talent to stay competitive. While an extended workforce offers tremendous flexibility to executives and allows project teams to adapt quickly and meet deadlines, it also creates tremendous strategic risk if executives do not have the data or guidance to stay ahead of the competition. There also exists regulatory risk due to the growing number of laws and regulations at a federal and local level, established to ensure proper taxation and to protect workers. Failure to comply may create a web of complications, including back taxes, litigation and irreparable damage to your brand.

A structured contingent labor solution, such as an MSP Solution, aligns with your overarching workforce management strategy and provides executives with the reporting capabilities and strategic guidance needed to best support key business objectives. Building a business case for an MSP solution is daunting, but we are here to help. Your organization may have an established template and guidelines for structuring or presenting a business case, however, the following guide will provide general structure and help you:

- ✓ Simplify an assessment of your current environment
- ✓ Mature your understanding of contingent labor operations
- ✓ Responsibly address your business and answer questions
- ✓ Tap stakeholders for needed information
- ✓ Present opportunity for improvements to cost, quality and efficiency
- ✓ Address an executive sponsor with a winning business case
- ✓ Select solutions which meet the needs of your business
- ✓ Show the ROI in both financial and measurable improvements to other KPIs

Six steps to a winning business case

1

- ASSESS YOUR CURRENT STATE TO IDENTIFY BUSINESS PROBLEMS AND OPPORTUNITIES FOR IMPROVEMENT

2

- ENGAGE YOUR STAKEHOLDERS AND GET THEIR INPUT TO UNDERSTAND COST, RISK AND BENEFITS

3

- DEFINE AND PRIORITIZE OBJECTIVES & KEY RESULTS

4

- DISCOVER BUSINESS REQUIREMENTS, DOCUMENT A PLAN AND REVIEW YOUR TIMELINE

5

- COMMUNICATE YOUR PLAN AND BUILD YOUR SOLUTION

6

- MEASURE THE EFFECTIVENESS OF THE NEW SOLUTION

STEP 1: ASSESS YOUR CURRENT STATE

Before putting boots on the ground and attempting to seek out all contingent workers, consider all types of contingent workers who support your organization. Once defined, you are empowered to tap key stakeholders for information and begin to analyze and understand the current environment.

Every industry and business will be different, and there will be numerous categories and types of workers being engaged. If you get stuck, smRTPass can help brainstorm and identify understand unique considerations for your business.

USE THE FOLLOWING LIST TO GET STARTED.

Contingent Staffing

- PROFESSIONAL SERVICES
 - Support / Help Desk, IT Infrastructure
 - Application, Development & Maintenance
 - Light Industrial – Engineering, Construction, Project Management
 - Office Admin / Clerical – Assistants, Mail Clerks, Receptionists
 - Seasonal Workers – Sales Reps, CDL Drivers
- CONSULTING SERVICES
 - IT, Management, Ops, Strategy, etc.
 - Event Planning
 - Freelancers / Independent Contractors
- FACILITIES MANAGEMENT
 - Maintenance, Security, Real Estate Services, Construction, etc.

SOW (Managed Services / BPO / Project Outsourcing)

- CONSULTING / OFFSHORE
- TAX ADVISORY, AUDIT, ACCOUNTING, OUTSIDE COUNSEL
- OPERATING VENDORS, E.G. STARBUCKS
- FREELANCERS / INDEPENDENT CONTRACTORS
- OUTSOURCED – SECURITY, CAFETERIA, ETC.

Other

- EXECUTIVES ON RETAINER
- TRAINING PARTNERSHIP PROGRAMS

Once you have defined the various types of contingent workers throughout your business, you are ready to venture out and begin tallying up the contingent workers dispersed in your environment. A great start is to designate contacts in key functional areas, such as HR, procurement, sourcing, PMO, finance, legal, and information security – across all business units and geographies.

Designate contacts who have access to key systems such as the contracts management system, physical/badge and network access provisioning systems, AP/AR & Finance systems, project and portfolio management (PPM) system, ERP and other key databases.

Try to request as much information as reasonably possible to help build your business case. Key information may include: job category, terms with your business or with suppliers (1099, C2C), contingent worker names, bill rates (and pay rate terms if available), tenure (how long this individual has been contracted), a copy of the SOW/PO (which may include title, scope of work, required deliverables, start/end dates), and whether separation would disrupt core business functions (yes/no). Furthermore, request that your key business contacts provide – for each department – the total amount of spend, the total number of workers, and the existing sourcing strategy or supplier strategy to fill new openings.

Once you have pooled all information, fill in the gaps based on what you know about your business – job category, geography, business unit, bill/pay rates, tenure, duties, etc. For best results, this may be a joint exercise with smRTPass, wherein we will offer expertise to fill in additional gaps with your support.



Powered with the data of your current state, you can analyze spending across various categories and establish visibility for risk management. With market insight and benchmark data provided by smRTPass, you can now calculate the cost, quality, and efficiency advantages offered by an MSP solution. With smRTPass to consult on industry best practices, you can effectively communicate strategic, compliance, safety and other forms of risk which exist in your environment.

Now is the time to rationalize spending between categories, consult with smRTPass and your HR organization regarding the most appropriate ways to engage contingent workers in each category. We can help you understand the risk associated with inappropriately engaging workers of various types.

smRTPass can provide recommendations for a vendor management system (VMS). A VMS will become your single source system of truth for all contingent workers – regardless of category, geography or circumstance – so it is important to engage your stakeholders and gather their input and begin working towards defining objectives, key results and business requirements for your MSP solution and VMS.



“What gets measured gets managed.”
-Peter Drucker

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Now that you understand your environment, identify an executive sponsor

STEP 2: ENGAGE YOUR STAKEHOLDERS AND GET THEIR INPUT TO UNDERSTAND COST, RISK AND BENEFITS

Taking that first step to engage stakeholders can be a daunting task. But once you have created visibility across your environment, assessed current spending and operations, and analyzed internal data against benchmark data from comparable positions across the market, you are able to establish a clear value proposition to present to internal partners who can help develop the scope for your MSP solution.

Your organization will be unique, but the universal standard is that key stakeholders – those who will need to be engaged from start to finish – include internal partners in Procurement, HR, ERP and Sourcing teams. Establishing their buy-in will be critical to successfully delivering an MSP solution; involving them in the fact-finding stage will help you best deliver a winning business case. Furthermore, you will need to choose an executive sponsor – most likely a senior executive in Procurement or HR – to provide the authority and credibility needed for this major organizational change.

The most successful business cases will be included as part of a larger corporate initiative, such as risk-mitigation or cost-saving initiatives.

Choose a sponsor who can rally senior leadership, provide resources, and provide you with the necessary framework to influence the business at all levels. The sponsor must demonstrate clear support of the implementation, both personally and on behalf of the organization. Because of the importance, you need to develop a concrete value proposition based on your assessment of the current state of contingent labor at your organization, so that they can influence other executives about the benefits to implementing an MSP solution.

Use what you now know about your environment and consider the following advantages to our MSP Solution. Consider speaking to representatives in your legal, finance, accounting and information security areas to gain their blessing and understand unique costs or risk posed to your business before speaking to your sponsor. Engage the sponsor with key benefits, costs and risks to allow them to make the most informed decision. With their approval, you are ready to engage stakeholders throughout your business and prioritize goals & objectives.

STRUCTURE AND GOVERNANCE

- Visibility
- Single source system of truth
- Reducing rogue spending
- Single master contract
- One invoice
- Structured SOP
- Supplier audits

MEASURABLE IMPROVEMENTS TO COST, QUALITY AND EFFICIENCY

- Supplier-funded
- Minimizes strain on managers
- Taxonomy of roles and rates
- Competitive bid
- Blind scorecards, QBRs, one-on-ones
- Talent curation services
- Fixed markups for internally sourced talent, e.g., referrals, alumni, career portal

IMPROVED ACCESS TO TALENT

- Diverse suppliers
- Diverse workers
- Brand-attracted talent
- Harnessing existing talent
- Exclusive talent pools

STRATEGIC GUIDANCE

- Benchmark data
- Executive reports
- ISO 9001:2015 certified for staffing
- Quarterly Business Reviews
- Business engagement
- Risk Mitigation
- Support of global operations
- Kick-off calls
- Manager confidence

MATURE STRATEGY AND ELEVATE YOUR BRAND

- Become a leader in a global, estimated \$3.7 trillion-dollar industry
- Appeal to a broader range of talent and suppliers from all walks of life
- Leverage your brand to attract top talent
- Stay apprised of industry shifts and proactively address industry change



STEP 3: DEFINE AND PRIORITIZE OBJECTIVES & KEY RESULTS

With contingent labor and project-based labor usage spiking – due to economic variance, a war for talent, workers seeking flexible work schedules, and numerous other cultural, regulatory, or technological shifts – it is vital to gain visibility into your contingent labor operations. Your stakeholders recognize the value of business intelligence as a catalyst for planning and organizational change to stay competitive. However, this is only one of the many advantages to implementing a structured MSP solution with a VMS in place. When building your MSP solution and prioritizing objectives and key results, consider the uniqueness of your business, the challenges you face and what is most important to you.

Determine which of the following (or other) advantages to an MSP solution are most critical to achieve business objectives.

STRUCTURE AND GOVERNANCE

Visibility into contingent labor spend is the first step into making measured decisions. Capturing all contingent workers in a single source system of truth allows for streamlined audits and efficient communication during emergencies. Rogue spending is significantly reduced by efficiently routing all contingent worker contracts through a VMS and creating full visibility and accountability.

Your business will hold a single master contract with the MSP, and the MSP will establish sub-contracts, a structured SOP and policies with the technology and staffing suppliers. Regular supplier audits are conducted to ensure program integrity.

Organizations which could be severely impacted by compliance issues – e.g., audit, regulatory, statutory or reporting requirements – should rank structure, governance and compliance highly on their priority list.

MEASURABLE IMPROVEMENTS TO COST, QUALITY AND EFFICIENCY

Our solutions are “supplier-funded” and require no cash out of pocket to deploy. A more efficient workforce management process and integrated VMS technology reduces delays and minimizes strain on project teams through data synchronization, customized workflows, process automation, consolidated invoicing and streamlined candidate delivery.

An MSP will monitor market benchmarks and conduct a rate card taxonomy at regular intervals to ensure there exist appropriate job categories, descriptions and bill rates to meet market demands. Through a structured RFP process, an MSP will select an appropriate number of staffing suppliers to support your business needs and ensure competitive bid. smRTpass controls cost by creating competition among suppliers, utilizing blind scorecards, hosting interactive quarterly business reviews (QBRs), and rewarding suppliers with grit to help you meet strategic objectives.

Talent Curation. Direct Sourcing. Talent Direct™. Talent Direct leverages high-tech direct sourcing technology and high-touch talent curation techniques to improve business leader engagement, improve access to talent, improve efficiency, and drive down cost. Our team will organize your existing talent ecosystem and curate tailored talent pools to meet your talent demand and will respond to new openings with ready-to-go talent. Once our delivery team has gained footing and will begin analyzing your talent landscape and yearly demand, we will begin forecasting needs to most effectively build tailored talent pools – further improving service quality, speed, and cost metrics. We continue to innovate in all areas to keep money in your pocket. Fixed markups are established as part of a lean cost model.

smRTpass will not only deliver and improve existing services



but will also expand our portfolio into areas which supplement existing services and further improve the return to you – continuously delivering, re-delivering and re-thinking operations to stay on the cutting-edge.

With a dedicated team onsite, smRTpass will take part in daily discussion, identify challenges that the business faces and provide insight from a supplier’s or recruiter’s perspective. Our delivery team will collaborate with members of your business and identify – far ahead of time – that a job may present challenges. Our team will then dedicate additional resources to support hard-to-fill jobs and provide added value to customers; with fixed markup percentages, our team will offer cost savings or a more competitive rate to workers to close the deal.

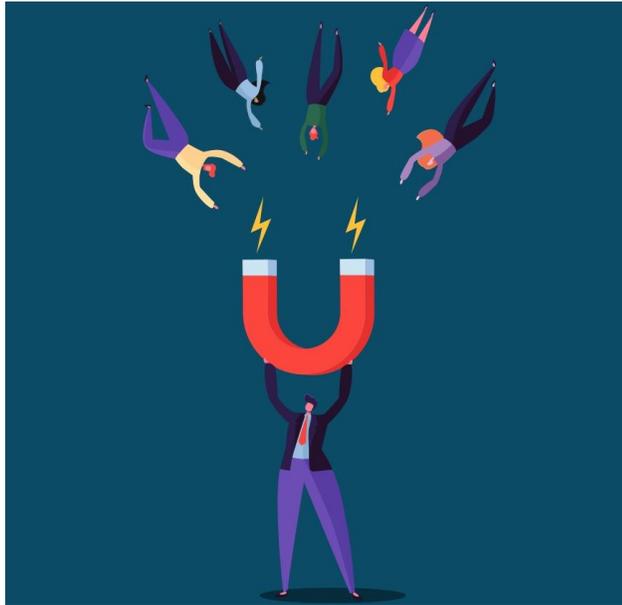
A passthrough service provides a cost-effective way to manage internally referred workers and non-preferred suppliers which are currently engaged with your business, ensuring contract and SOP compliance.



MAKE TALENT MORE ACCESSIBLE

smRTpass promotes diverse supplier and candidate selection, improving your brand value and attracting top talent. By subsequently consulting on how to establish an inclusive culture, smRTpass helps customers attract, advance and retain top talent. According to McKinsey & Company, diverse organizations perform better financially.

smRTpass leverages high-tech direct sourcing technology to build and harness your talent ecosystem – the vast number of past associates, retirees, past contractors, silver medalists, and all other workers who have previously engaged with your brand – and build exclusive talent pools of top talent, those who want to support your mission and who are willing to wait for the right opportunity, to an assignment.



STRATEGIC GUIDANCE ON CONTINGENT STAFFING PRACTICES, REGULATION, SOURCING & MARKET DATA

smRTpass will provide your leadership with benchmark data and executive reports to support key business decisions.

Structured kick-off calls with engagement managers are an open opportunity for the MSP to learn about the business justification, budget, work location & flexibility, hours & flexibility, resource type, labor category, job description and any internal referrals for the opening. And for managers to ask the MSP questions about the process, about the expected turnaround time, about suppliers' expertise sourcing workers with the specific skillset, or about the cost of resources. These calls allow the MSP to provide market insight to your managers about how to best attract, engage and source talent. This may mean reducing or increasing the bill rate, offering additional flexibility, re-categorizing the position, or otherwise altering the originally structured position to achieve a desired result. Our team are experts in their fields and will provide transparency to your business throughout the sourcing process, providing assurance that positions will be filled with high quality resources within a timely manner and which align with market rates.

smRTpass is a regular attendee of industry conferences and has a team of staffing, finance/accounting, legal and human resource experts – all who stay abreast of the latest changes to regulation, culture, and best practices, as well as advancements in sourcing technology or workflows – to help you proactively adjust and stay ahead of your competition. As an ISO 9001:2015 certified organization for staffing operations, smRTpass understands that addressing change needs to be structured and measured. We follow a clear process for organizational change management, inclusive of meticulous implementation planning, effective communication, in-depth training, structured delivery and measurement. Our teams are



prepared to help you scale locally, regionally and globally with an iterative approach.

smRTpass provides consultative expertise, market data and transparency to the program office and to stakeholders when integrating an existing program office with new business verticals. We deliver quality services and continual improvement with a structured and governed approach throughout our operations. Talent Direct offers a cost-effective, high-tech, high-touch opportunity for the program office to engage new stakeholders, establish rapport and build confidence in the existing contingent labor program.



Inclusive of networking opportunity, round tables, guest speakers and one-on-one discussions, smRTpass QBRs are also an open forum for suppliers to engage stakeholders in meaningful, thought-provoking discussions and for our program office to drive innovative thinking and service improvement. Our goal is to achieve status as a leading global contingent labor program by fostering an open environment which generates program passion and buy-in amongst stakeholders and suppliers alike.

MATURE WORKFORCE MANAGEMENT STRATEGY AND GROW YOUR BRAND

An effectively managed contingent labor program will elevate your brand by gaining status as a leader in a global, estimated \$3.7 trillion-dollar industry – with about \$864 billion in the United States. With a commitment to a diverse supplier stable and diverse sourcing practices, smRTpass will help elevate your brand by appealing to a broader range of talent, inclusive of suppliers and workers from all walks of life. Not only does this commitment reflect greatly on you and your business, it also appeals to top talent.

Most organizations leave contingent worker sourcing to suppliers. Instead, smRTpass will help you implement high-tech direct sourcing technology to leverage your brand to attract top talent which makes the conscious choice to engage with your brand and is willing to wait for the right opportunity – otherwise known as passive job seekers, which are known to be the best workers. With an ongoing war for talent in a competitive market, this is the best way to increase the quality of workers and reduce the likelihood of attrition during the sourcing process or even once a worker has begun an assignment.

As you move towards a single source system of truth, equally important to launching your new program is maintaining satisfaction and expanding your program into new business verticals. Having a specialized team of delivery experts onsite, as is the case with a smRTpass MSP, establishes confidence and facilitates buy-in throughout your enterprise.

Our team of experts not only support day to day operational decisions but will also help you mature workforce management strategy to prepare for industry shifts and reduce exposure to strategic risk. Rather than reacting to change, an MSP will help you be proactive by identifying upcoming regulatory, culture, technology, sourcing or other industry shifts.

STEP 4: DEFINE BUSINESS REQUIREMENTS

Prior to breaking ground on your new project, executives, business users, architect and developers need to agree to a design – inclusive of the platform, functionality and features. While changes may be made to a developing solution, the design will drive the phases and deliverables through implementation. The more detailed and accurate the design, the higher the likelihood of implementation on time and to your specifications. Be sure to define your business requirements and delineate which you absolutely need and which are preferred. Don't forget to consider your existing technology.



Our solutions can operate as a standalone solution or as a component of your enterprise technology stack, with the VMS capable of integrating with systems such as:

- Project Portfolio Management (PPM)
- Enterprise Resource Planning (ERP)
- Identity and Access Management (IAM)
- Finance
- Accounting

Benefits to integrating with other enterprise systems include:

- Cost Savings
- Data Synchronization
- Process Automation
- Visibility and Compliance
- Business Intelligence



YOU'RE NOT IN IT ALONE.

Once you've discussed core requirements with your business, smRTpass and our VMS partners will provide your business with operational expertise and an implementation team to shape your requirements, objectives and key results into a winning business solution. We partner with best-of-breed technology partners which regularly integrate into various enterprise and proprietary systems and which offer the best customer service. As an ISO 9001:2015 certified organization, smRTpass follows a structured organizational change management framework. This framework requires that we define and document a plan for communicating change, implementing new solutions, training users or stakeholders of the new solution, and measuring the effectiveness of the new solution against the legacy solution.

Our program manager will work with you and the integration team to reduce the amount of work you need to do. Point us in the right direction with business requirements, and we will design, implement and integrate a solution to meet those needs – keeping you apprised throughout the process. Our goal is to provide a flexible solution which aligns to the uniqueness of your business and which provides measurable improvements to your sourcing process and contributes to the maturation of your workforce management strategy. We commit to standing by our customers throughout the process and ensuring satisfaction.

STEP 5: BUILD AND COMMUNICATE A PLAN

smRTpass will help formulate a communication plan and steer the technical implementation. Lean on us regarding the audience and offer your business complete transparency into the process. We will be happy to respond to any inquiries from your business, existing suppliers or constituents – explaining how the change will impact them, if at all. As an ISO 9001:2015 organization, we will document feedback and provide an understanding of how an implementation will impact daily business operations.

YOUR VMS IMPLEMENTATION

Customers are often surprised by the low cost of implementation. Typically, through a supplier-funded model, the cost of the VMS is absorbed by supplier invoices. smRTpass requires that our VMS provider send a detailed description of the proposed system design – including workflows, configurations, timelines and integrations – which you may need when presenting your business case. If you provide unique details required by your business to smRTpass, we will ensure the VMS provider includes such information in their description.

PRESENT CHANGES IN AVAILABLE BUSINESS FORUMS OR OTHER CHANNELS

Capitalize on existing forums such as all-hands meetings or other large business meetings to present the upcoming change. Gather feedback from your business and deliver it to smRTpass. We will document feedback and address concerns.

ENGAGE STAKEHOLDERS / MANAGERS AND PROVIDE TRAINING ON YOUR NEW SOLUTION

Allow smRTpass to provide one-on-one or group training sessions to key stakeholders and managers. An MSP solution will be most-used and engaged by your managers, so it is vital that they welcome the change. smRTpass will document a structured SOP for all suppliers, which details sourcing, onboarding, assignment maintenance, contractor conversions, invoicing, timekeeping, performance benchmarks, penalties, audit guidelines, communication standards, quarterly business reviews, corporate sponsorship, program contact information.



SELECT SUPPLIERS THROUGH A STRUCTURED RFP PROCESS

Initially, all existing suppliers will be engaged to ensure business continuity and minimize disruption to your business. However, smRTpass will release an RFI to numerous suppliers in our network with the following considerations:



- Commitment to partnership: willing to invest in a long-term relationship and agile enough to work through change.
- Grit: ability to dig deep for talent and maintain their pipeline and bring back talent.
- Financial viability: ability to provide continuous support throughout the contract without a fear of workers being unpaid or commitments being missed.
- Diversity and community: local to your office(s) and certified small or diverse, e.g., MBE, WBE, VET, Service Disabled Veteran Owned, Disabled Person Owned, LGBT Owned, Disadvantaged, Hubzone, Small Business, Small Disadvantaged Business, Small Business Administration 8(a).
- Expertise: demonstrated capabilities in the areas being supported with multiple references and a deep understanding of the market(s) being supported.



STEP 6: ANALYZE, MEASURE AND CONTROL THE EFFECTIVENESS OF THE SOLUTION

You have undergone a serious transformation, signed contracts and invested significant time into this idea. More than ever, we need to continue engaging stakeholders and ensure a positive outcome. Communication with business users and managers, gathering feedback, and reporting are just a few components of continuous improvement.

REVIEWING SUPPLIER EFFECTIVENESS

smRTpass uses a six-category scorecard to measure supplier performance. Each category provides meaningful data for both broad topics of discussion at QBRs and topics for one-on-one discussions with individual suppliers.

- Compliance
- Cost
- Grit
- Quality
- Control
- Time



At structured intervals through a worker's assignment, automated surveys are sent to your engagement managers to gather contingent worker feedback from managers. Surveys typically take 30 seconds to complete but also offer an opportunity for managers to provide the MSP with detailed notes about the worker, which the MSP will filter and pass along to the supplier, spurring any call-to-action or creating an opportunity to recognize the supplier.

Key takeaways and scorecard trends are reviewed at quarterly business reviews (QBRs). QBRs are a great opportunity for your business, suppliers and the MSP to engage in an open forum. Round table discussions which align to your business objectives create opportunity for suppliers and the MSP to

collaborate on industry trends or solutions which may solve business challenges and for suppliers to feel aligned with your business. We also strongly encourage attendance from at least 2 business leaders to address specific challenges, upcoming projects or strategic objectives. Addressing scorecard trends at QBRs allows suppliers to speak openly about their struggles with achieving certain benchmarks, which may drive to MSP service level improvements. This is also an excellent opportunity for your MSP to recognize top-performing suppliers.

Regular supplier audits are the most effective way to ensure the integrity of your program. smRTpass prefers a minimum of two onsite audits per year, depending on feasibility and portfolio size. Within a structured MSP program, suppliers understand that the expectation is 100% compliance and that failures to comply with the terms set forth in the contract or SOP may result in penalties, suspension or contract termination.

REVIEWING MSP EFFECTIVENESS

Through a combination of reports, surveys and quarterly business reviews, MSPs will share the effectiveness of your contingent labor program with your executive leadership. An MSP is a strategic partner to your organization, which offers executive reports and data-driven guidance to your business in preparation of market, cultural, regulatory or technology changes. Your MSP should be a key contributor towards ensuring your organization has a solid workforce management strategy.

As a strategic partner to your organization, your MSP should be a major proponent of new ideas to stay competitive and remain on the cutting-edge of contingent labor operations and strategy. While some MSPs may not offer specialized solutions as part of their core services, all MSPs should be engaging with others at conferences to stay apprised of new ideas, trends,



technologies or services and subsequently presenting strategic opportunities for improvement to their customers. "Swivel chair" MSPs are a thing of the past, because automation and machine learning are quickly becoming core components of modern technology and because organizations need to think ahead to get the best talent. Your MSP should educate you on new opportunities, such as direct-sourcing, talent curation, total talent management, development of a career site for contingent workers, diversity in your contingent labor population and what talent you can access. A forward-thinking MSP is passionate about these topics and will discuss opportunities for implementation within your program.

As an ISO 9001:2015 certified organization, smRTpass is committed to delivering again and again. It is our goal to continue inspiring confidence and improving effectiveness of your program, to elevate your brand, to help continuously mature your workforce management strategy and to make talent more accessible.



ABOUT SMRTPASS

smRTpass is a certified Minority Business Enterprise (MBE) and offers a comprehensive portfolio of managed services which transform and augment contingent labor programs. We partner with customers to innovate and disrupt, delivering exceptional and efficient services. We guarantee program-wide improvements to efficiency, quality, and cost from traditional operations. smRTpass serves businesses from small and medium-sized businesses to enterprises throughout North America. Customers know that their brand can be trusted in the hands of smRTpass delivery teams. Our ISO 9001:2015-certified operations, commitment to diversity, inclusion & the communities we serve, and passion for delivering and re-delivering the best value to our customers positions us to best support your business.



CERTIFICATIONS

- ISO 9001:2015 certified for staffing operations
- MBE Certified by the Capital Region Minority Supplier Development Council (CRMSDC)
- MBE Certified by Maryland Department of Transportation Office of Minority Business Enterprise (MDOT)
- MBE Certified by The City of Baltimore Minority and Women's Business Opportunity Office (MWBOO)

MANAGED SERVICE PROVIDER (MSP) SOLUTIONS

smRTpass packages tried-and-true MSP operations with top-performing Suppliers, best-of-breed technology, our disruptive Talent Direct solution, and our highly effective Passthrough service – a total package solution which combines our expertise across managed services to provide structure, governance, talent management and cost-savings for enterprise, small or medium-sized Customers. smRTpass engages stakeholders with transparency, tact, data-driven decisions and results. We are accountable to our Customers, to our suppliers and to ourselves, committing to deliver quality services and continual improvement with a structured and governed approach throughout our operations – a true partnership and commitment to accountability as a practice. Whether an enterprise and seeking a full-scale managed service with a dedicated delivery team or a small to mid-market, growing company and seeking the flexibility of turning on/off a service, smRTpass scales managed services to drive synergy between visions and real-time business needs. Components of a smRTpass MSP Solution include:

- Stakeholder Engagement
- Core Operations (VMS administration)
- Vendor Engagement, Management and Audits
- Interactive Quarterly Business Reviews (QBRs)
- **Talent Curation. Direct Sourcing. Talent Direct™.**

CORPORATE VALUES

Building partnerships that last. The core to our business operations has been and always will be delivering quality managed services to our customers, services which scale and which are tailored to the specific needs of our customers. We have a passion for delivering the best value to our customers and go the extra mile to be a strategic partner regarding workforce management strategy, contingent labor practices and program expansion.



Innovation and performance. Innovation is a byproduct of our quality management model. Our approach is a mix of a unified strategy led by our management team, engagement and empowerment of our associates by our operations teams, delivery of measured, customer-centric services by our service delivery teams, and the implementation of controls, analysis & service improvement strategy by our client relations teams.

Diversity, inclusion & community. We believe that diverse sourcing practices and an inclusive culture result in numerous perspectives to real business challenges. We give back to our community through corporate sponsorship, monetary and non-monetary donations, and employee volunteering.

Integrity, trust and ethics. Our customers recognize us for being flexible, understanding their business, and aligning with their practices. We conduct periodic supplier audits, internal audits, and follow strict processes to ensure our practices are controlled, tested, and improved. We believe strongly that good ethics is good business and commit to raising our hand if we notice something is awry. We seek to establish partnerships with our customers, not simple business arrangements.

CONTACT US!

Whatever your problem, smRTpass is happy to help. We specialize in providing managed services which make talent more accessible, increase the effectiveness of sourcing programs and mature workforce management strategy, all while promoting diversity, inclusiveness and a commitment to our community.

M A N A G E D S E R V I C E S .

M A N A G E D B E T T E R .

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