



knowledge services

# **MSP PROGRAM FOR PURDUE UNIVERSITY**

**CONTRACT #15635**

Manager Overview

# Manager Overview

## Agenda

- Introductions
- Knowledge Services Overview
- Industry Definitions
- University Objectives
- MSP Program Benefits
- Roles & Responsibilities
- Additional Information
- Questions & Answers

# About Knowledge Services

## Serving those who serve others

- Founded in 1994
- Certified WBE
- Workforce Management Experts
  - Managed Service Provider (MSP)
  - Vendor Management System (VMS) – dotStaff™
  - Employer of Record (EOR)
  - IC/1099 Compliance Programs
  - Managed Programs
  - Staffing / Recruiting
- Proven MSP Program Expertise
  - 50 enterprise wide programs in Government, Healthcare, Banking/Finance, Retail, Food Services, Entertainment
  - MSP for State of Indiana, Maine, Arizona, Tennessee, Florida, Utah, Ohio and Mississippi
  - All Labor Categories
  - Statement of Work
  - Gig Workforce



# About Knowledge Services

## Where we're located

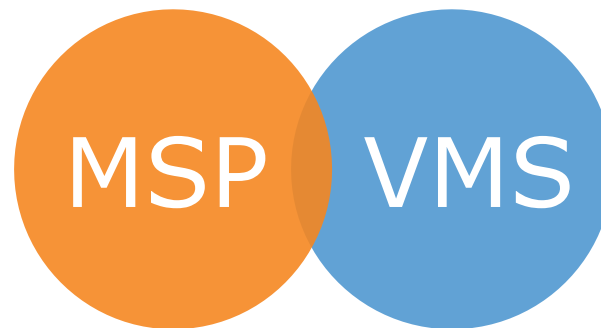
- Indianapolis, IN (Headquarters)
- Nashville, TN
- Phoenix, AZ
- Los Angeles, CA
- Salt Lake City, UT
- Tallahassee, FL
- Augusta, ME
- Columbus, OH
- Jackson, MS



# Manager Overview

## Industry Definitions

- As the Managed Service Program (MSP) Provider, Knowledge Services takes on the primary responsibilities for managing the University's Contingent/Temporary/Contractor Workforce Program and Vendors
- dotStaff™ is Knowledge Services' Vendor Management System (VMS), which is an Internet-enabled Workforce and Project sourcing, timekeeping, milestone and invoicing application that enables us to procure and manage a wide range of Contingent/Temporary/Contract and Project resources and services in accordance with the University's processes and rules



# Manager Overview

## University Objectives

- Streamlined requisition process
- Control and compliance
- Cost savings
- Simplify invoicing and payment process
- Better insight into reporting and business analytics
- Single point of contact
- Improve quality of contractor
- Improve vendor participation
- Vendor neutral solution

# Manager Overview

## Department and Manager Benefits

- Workforce management consultation
- Single point of contact
- Resource quality & retention
- Reduced administrative duties
- Pre-screening resumes
- Business analysis & reporting
- Vendor relationships
- Web based time entry & expense approval
- Greater compliance in pre-onboarding requirements
- Consolidated invoicing

# Manager Overview

## Vendor Network Benefits

- Clear requirements
- Greater quantity of opportunities
- Maintain relationships
- Real-time procurement
- Cash flow visibility
- Business analysis & reporting
- Single point of contact
- Improved participation
- Web based time entry & expenses
- Improved vendor communication



# Manager Overview

## Knowledge Services MSP Process



# Manager Overview

## When & How to Engage the MSP

- When to engage the MSP:
  - Need a new contractor?
  - Need a new PO for a current contractor?
- How to engage the MSP:
  - Call MSP program team
  - Email MSP program team
  - Meet with a MSP program team member

# Manager Overview

## Purdue University Manager Website

[Click Here to Access the Purdue Manager Website](#)

- Site includes:
  - Staff Augmentation Posting Request Form
  - Program Overview Presentation
  - dotStaff™ Get Started Guides

# Manager Overview

## Implementation Overview

- First Step: Discovery Meetings
  - What happens in the upcoming Discovery Meetings?
  - What is expected from University managers during implementation?
  - How much time should University managers expect to spend on implementation?

# Manager Overview

## Frequently Asked Questions

- Are University employees & contractors the same?
- What will happen to my existing contractors?
- Will I be able to easily & quickly procure quality contractors?
- What will happen to contractor's pay rate?
- Will contractors be able to stay on assignment at the University?
- Are all contractors employed by Knowledge Services?
- Can vendors maintain relationships with University managers?
- What is the risk of program disruption?
- Will this improve processes, transparency, & governance?
- Will this provide savings to Purdue University?

# Questions

## ■ Contact Us

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