



# An Introduction to StaffingLogic Managed Staffing Services

## Program Summary

StaffingLogic is a division of The Judge Group, a thirty-six year old, 140 million dollar staff technical services firm. StaffingLogic's managed service program (MSP) consists of our proprietary vendor management system (VMS) technology, staffing and vendor management practices, and professionals trained in the operation and management of our MSP system.

## VMS System

**StaffingLogic VMS** (vendor management system) is a web-based vendor management system that helps companies achieve reliable staffing results and minimize costs through the benefits of business process automation.

StaffingLogic's rules-based software enforces the client's protocols for sourcing, selecting, and on-boarding workers, and for managing assignments through to completion. It also includes an electronic timecard module, and a vendor settlement module that produces a single, cumulative invoice for all staffing activity occurring during the billing period. StaffingLogic can share data with existing business systems to streamline staffing processes across business functions to avoid redundancy.

StaffingLogic produces visibility into spending, activity, and performance through reports that enable companies to allocate costs, manage spending, and optimally utilize its staffing suppliers. The StaffingLogic VMS can be provided to clients as a stand-alone business tool, or as part of our on-site, professionally staffed, managed service program. StaffingLogic VMS is provided under an application service provider (ASP) model and is hosted and maintained by The Judge Group.

Many of today's MSP offerings feature collaborate efforts between a staffing company that provides the on-site people and management, and a VMS company that provides the technology. In contrast, The Judge Group owns the VMS system and provides the staffing management services. This consolidated service model provides several distinct advantages:

- Our on-site representatives are more intimately familiar with the VMS and its use in transacting and managing staffing business, as well as in applying the intelligence produced by the system to continuously improve staffing results.
- With ultimate control over the VMS application, we can provide greater flexibility (and faster response) to accommodate our client's unique staffing and business needs.
- The economies of scale achieved by having the technology and the service provider under a single profit center are reflected in our fee structure.



## **MSP Practices**

StaffingLogic maintains a collection of business analysis, systems design, and program implementation and management templates that facilitate the meticulous change management required to move a client to a MSP or VMS. Our solutions development blueprint enables us to design, build and run a customized managed service program that meets the staffing needs and business objectives of our clients. The process we employ includes templates and practices under the following headings:

- Needs analyses and requirements definitions
- System configuration and implementation management
- Customer training and support
- Systems operation and management
- Post-installation reviews and evaluations

Our practices ensure that our staffing management systems are properly configured, installed, and operated, and that our clients derive measurable value from the managed service engagement.

## **Program Operations and Management**

StaffingLogic provides the people skilled in business process administration and staffing management. We provide on-site administrators to facilitate staffing services in large, centralized staffing environments, and program monitors to provide remote assistance to self-directed users in decentralized StaffingLogic deployments.

Among the roles and responsibilities on our on-site representatives are:

- Administer staffing transactions
- Interface with staffing suppliers
- Provide assistance and training to system users
- Maintain the StaffingLogic database
- Monitor activity and compliance
- Analyze and interpret reports
- Generate recommendations for quality improvement and cost reduction

## **Qualifications**

StaffingLogic is comprised of staffing management professionals with up to ten years developing contingent workforce strategies and designing, operating and managing programs for companies that include MetLife, John Hancock Financial, The Kroger Company, and Motorola.

The StaffingLogic VMS was developed by The Judge Group -- a thirty-six year old technical services company with roots in staff augmentation. StaffingLogic was designed in direct response to the common staff acquisition challenges and management needs of Judge's major clients, across various industries.



## Vendor Management Approach

Unlike many of today's alternatives, StaffingLogic is not a sole-source staffing supplier solution. The staffing needs of most organizations are too numerous, too diverse, and too geographically dispersed for a single staffing firm to service efficiently on their own. Instead, we subscribe to a vendor-neutral approach where supplier inclusion is based on factors designed to produce a proper business fit with the client, and ongoing supplier utilization is based on merit. We have no hidden agenda; StaffingLogic does not subjectively favor one staffing supplier over another, nor do we profit or otherwise gain from the external triangles that often compromise managed service programs. Our success is due to our effectiveness at managing the supply base to achieve the best the overall results for the client.

Much of StaffingLogic's value is in its ability to qualify, build and manage a customized network of staffing suppliers in direct response of the client's diverse staffing needs. Supplier performance under StaffingLogic is evaluated against standards designed to produce better, faster, and less costly staffing services. Over the past ten years, StaffingLogic personnel have engaged the services of more than 200 suppliers in support of its client's various staffing needs.

Our approach to vendor management is simple and straightforward: Align the supply base with the client's staffing needs; create an environment that encourages the suppliers' best recruiting efforts; monitor key performance indicators; and react to the results to drive continuous improvement.

## Suppliers

Most clients subscribe to one of two general approaches when assembling a supplier network under a MSP. The first is to leave it to the managed service provider to utilize its own network of suppliers. The advantage to this approach is that the supply base is presumably qualified and capable of filling the client's positions in a timely and quality manner. The potential disadvantage is that these suppliers often have no history with the client's company; they are not familiar with the nuances of the personnel requirements that go along with the positions that need to be filled. This often manifests itself in managers spending more time evaluating more candidates to find a proper fit, in extended hiring cycles, and in excessive turnover.

Our approach, and the one preferred by most companies we've talked to, is to engage a subset of the client's current suppliers under the parameters of the managed service program. The advantage to this approach is that users remain comfortable with the vendor familiarity that's been developed over the years. When end-users feel secure and confident that openings will continue to be filled in a timely and quality manner, they tend to be more supportive of the move to a MSP or VMS. To ensure a smooth transition, we'll apply proven strategies to engage, and to earn the trust and support of the key members of the client's current supply base. And by applying the metrics produced by the StaffingLogic VMS, performance factors can be monitored, and recommendations developed for changes to the supply base based on the results.

The potential disadvantage to this second approach comes when the entire makeup of the supply base has been totally ineffective filling routine openings. Should that be the case, we can augment the supply base through relationships we have with national staffing firms that provide labor through StaffingLogic. One of those firms is Aerotek Commercial Staffing, a national staffing service providing general labor, light industrial and clerical employees.



## Clients

Among the companies that have contracted staff acquisition and management through StaffingLogic include: The Acushnet Company (Titleist), The Kroger Company, and Boston Retail Products. The Judge Group has utilized StaffingLogic to manage its direct hiring process since the application's inception. Among the companies currently appraising StaffingLogic include: FM Global Insurance, ABX Air, Stanley Bostitch, and National Software Testing Labs.

## About The Judge Group

Founded in 1970 by Martin E. Judge Jr., The Judge Group is a 140 million dollar, national provider of staff augmentation, training and technical services. Headquartered in Philadelphia, Judge is a privately owned company with nineteen offices nationwide.

Judge prides itself on delivering services of exceptional quality and value. Focused on developing true partnerships with companies of all sizes, Judge offers a comprehensive portfolio of human capital and technical services that help businesses excel in today's competitive business environment.

The Judge Group employs more than 300 full time staff and nearly 2000 contract professionals. Judge has placed tens of thousands of skilled professionals with Fortune 500 companies over the past thirty-six years.

## Contacts

### **Edna M. Dennis**

Account Executive, StaffingLogic  
The Judge Group  
Three Davol Square, Suite A-300  
Providence, RI 02903

O. 800-765-5874 ext.  
C. 401- 749-0413  
emd@staffinglogic.com

### **Jeffrey Hebert**

Vice President, StaffingLogic  
The Judge Group  
Three Davol Square, Suite A-300  
Providence, RI 02903

O. 800-765-5874 Ext. 251  
C. 781-297-9766  
jch@staffinglogic.com

Web Site: <http://www.staffinglogic.com>