

Company overview

INDUSTRY: **MEDIA, SERVICE & EDUCATION COMPANIES**

LOCATION: **50 COUNTRIES**

NO. OF EMPLOYEES: **119,000**

Bertelsmann is a media, services and education company that operates in about 50 countries around the world. The company includes the broadcaster group RTL, the trade book publisher Penguin Random House, the magazine publisher Gruner + Jahr, the music company BMG, the service provider Arvato, the Bertelsmann Printing Group, the Bertelsmann Education Group as well as Bertelsmann Investments, an international funds network. With 126,000 employees, the company generated revenues of €18.0 billion in the 2019 financial year.

The challenge

- Standardisation and optimisation of processes for the procurement of external IT resources.
- A reliable full-service provider was sought, which handles all contract types as Managed Service Provider (MSP) supported by a Vendor Management System (VMS).
- Success was measured by the following: transparency, compliance, delivery capacity, responsiveness and cost reduction despite replacing the previous Managed Service Program partner.
- In the end, the satisfaction of the department managers was particularly important, as they had to implement many process changes in short intervals.

The outcome

We succeeded in replacing and further developing an existing Managed Service Program so that the individual effort and staffing times could be significantly reduced. The prudent introduction of the Managed Service Program, which was supported by change management methods, as well as our high solution orientation significantly contributed to the success.

The service has been expanded by new services as required. Among other things, a quality gate was rolled out by the MSP in other group divisions for temporary contracts, including maximum leasing period and equal pay review.

The solution

- The core of the Managed Service Program is the team which works on-site at the Bertelsmann.
- Quick access to the stakeholders enhances success and high satisfaction.
- The team is responsible for the entire recruitment process, the benchmarking for potential candidates, an active and transparent communication towards all stakeholders, the process consulting for a standardized approach of the divisions, and the representation of the client's interests toward consumers and suppliers.

FAST FACTS

Replacement of an existing MSP and VMS during live operation

Consolidation of processes for eight independent companies within the group

The service comprises resource management in the areas of contracting, temporary employment and statement of work

Renewal rate of existing assignments of 22%

