



**Trusted Professionals. Proven Results.**

## **MDI Group supports global manufacturer's new product creation and marketplace expansion**

*"MDI Group understands our environment, our culture and the types of contractors/consultants who align with our business needs."*

– IS Business Manager

### **The Client**

A leading global manufacturer of a wide range of protective packaging materials and technologies, this innovative, multi-billion dollar company employs nearly 20,000 people in dozens of countries around the world.

### **The Challenge**

To support new product creation and marketplace expansion — while meeting an ever-growing demand for its materials and developing innovative solutions that help customers reduce the amount of packaging they use — this client maintains a large and flexible IT workforce. In 2005, out of the 500 technical professionals it employed, nearly 80 were consultants procured from more than a dozen IT staffing vendors.

With no standard vendor rates in place and an unwieldy, 25-step consultant acquisition process, the client's IT procurement team was faced with escalating costs and the inability to quickly procure the technical resources needed to successfully complete critical projects.

### **The Solution**

As one of the manufacturer's many IT staffing partners, MDI Group knew first-hand how complex and time-consuming the packaging company's onboarding procedures were. It often took two weeks or more from the consultant hire date to their actual start. As an experienced provider of workforce staffing solutions, MDI Group suggested that a Managed Vendor Program (MVP) would be a much more efficient and cost-effective way for the manufacturer to meet its high-volume IT requirements and manage its staffing vendors.

The client's Information Systems (IS) Business Management team met with MDI Group's client services team on a number

of occasions to discuss the company's IT procurement struggles from a process standpoint and learn more about the MVP. MDI Group also provided an overview presentation to the client's procurement team, explaining how the MVP — by enabling them to dramatically streamline procurement processes — would eliminate much of their administrative burden and give them more time to focus on core responsibilities. "MDI Group was clearly able to demonstrate how the MVP could streamline vendor transactional tasks, standardize roles, skills and price categories, and maximize savings opportunities," said the IS business manager. "They walked us through their streamlined process flow, shared success stories and addressed all of our concerns up front."

After investigating another vendor's MVP offering, the client selected MDI Group as its MVP provider in March of 2006. MDI Group spent the next several months working closely with the client's IT procurement team to analyze and refine processes, install a customized online requisition tool (PeopleClick), and train all stakeholders on how the MVP worked. In addition, MDI Group helped the client critically assess its vendor pool and reduce it to six primary suppliers. In December of 2006, the vendor-neutral MVP was seamlessly launched.

### **The Results**

"We went live, on schedule, with the MVP for IS contractor/consultant staff. The implementation was very successful, and I've been impressed with MDI Group's team. They stayed on top of every step in the process, were detailed oriented and made this a very smooth transition for our team," said the IS business manager.

MDI Group's account representative spends three days a week at the client's facility, ensuring the program runs smoothly

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and providing managers and consultants with training and support. Working closely with the client's managers and consultants has given MDI Group an in-depth understanding of the company's strategic objectives, enterprise-wide projects, culture and pain points.

In 2007, MDI Group filled more than 35 positions for the client, including a full team of PC technicians responsible for upgrading the company's technology at every one of its U.S. sites.

Other roles MDI Group has filled include:

- PC support analyst
- SAP technical and functional positions
- IT training – training/systems support
- Project managers
- SAP/SOX project managers
- Business warehouse specialists
- Technical leads

Among the many reasons MDI Group has been successful is because of the care and support it provides its contingent staff. MDI Group consultants receive excellent benefits, training and development opportunities, periodic rate increases and personal attention — including birthday lunches and recognition for exceptional performance.

“MDI Group was able to streamline our procurement process for obtaining IS consultants by eliminating more than 10 steps in our once manual process, consolidating our invoicing so that we pay only one invoice versus dozens, and our managers are now able to utilize MDI Group's automated tool to obtain qualified consultants, conduct interviews and manage their consulting budgets,” concluded the IS business manager.



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