



Managed Service Programmes

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MSP Summit Agenda

- Welcome and introduction
- 'Building a business case for an MSP' - Telefonica's personal journey
- Break
- 'Ask the expert' panel session - expert knowledge from legal, IT and operational MSP suppliers

Managed Services

'A Managed Service Provider (MSP) is a company that takes on primary responsibility for managing an organisation's contingent workforce program. An MSP may or may not be independent of a staffing supplier. Typical responsibilities of an MSP include overall program management, reporting and tracking, supplier selection and management, order distribution, and consolidated billing across program suppliers' **SIA Definition**

'Managed Services range from independent MSPs to Master Vendor and Inhouse solutions, supplied by independent providers or (subsidiaries of) staffing firms'

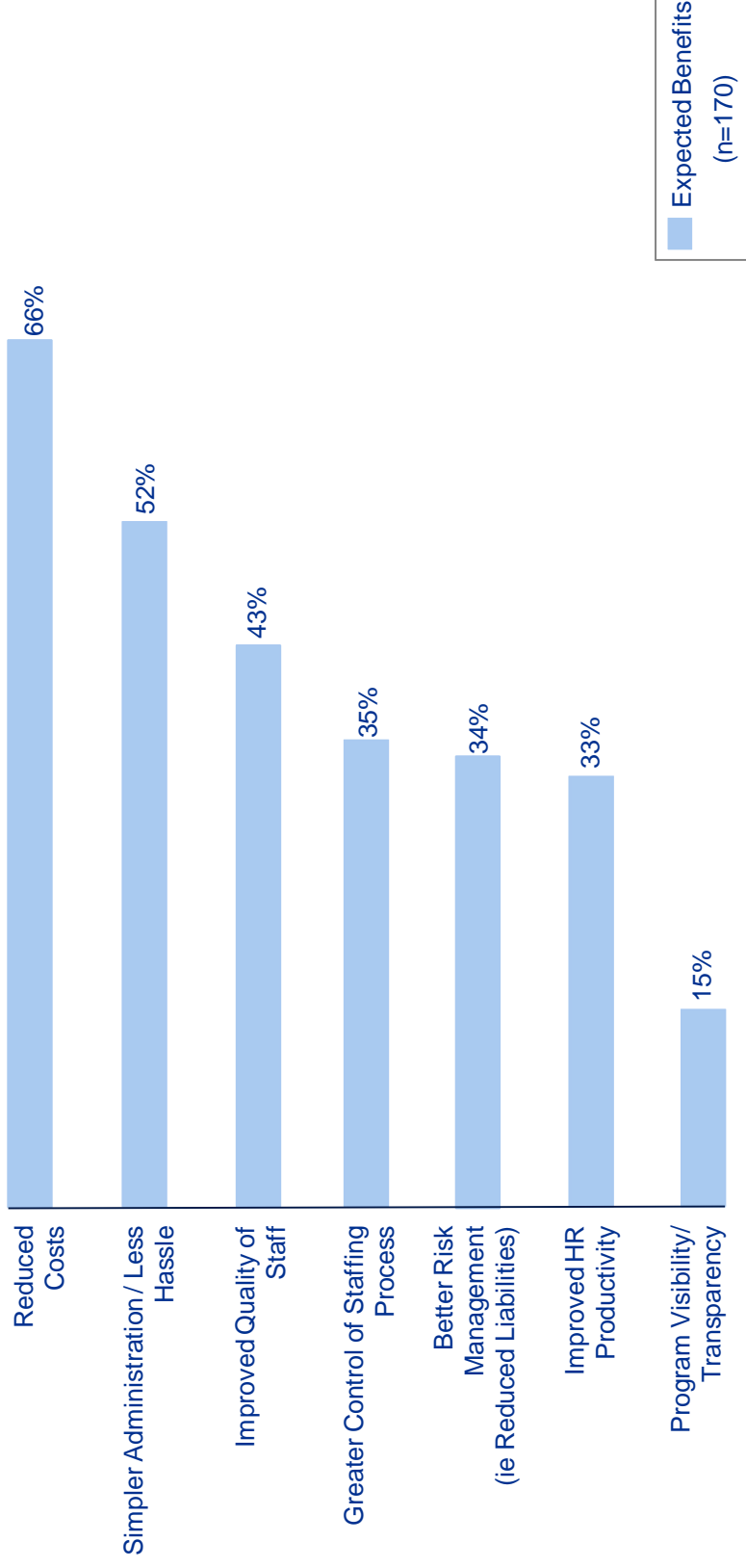
'\$195m spend in Eastern and Central Europe'

'Staffing Industry Analysts estimates that the global VMS/MSP market is nearing \$100 billion with the total global contingent workforce market to exceed \$1.3 trillion'

'\$11bn spend in Western Europe'

'Large companies (>1000) are the main adopters of MSPs'

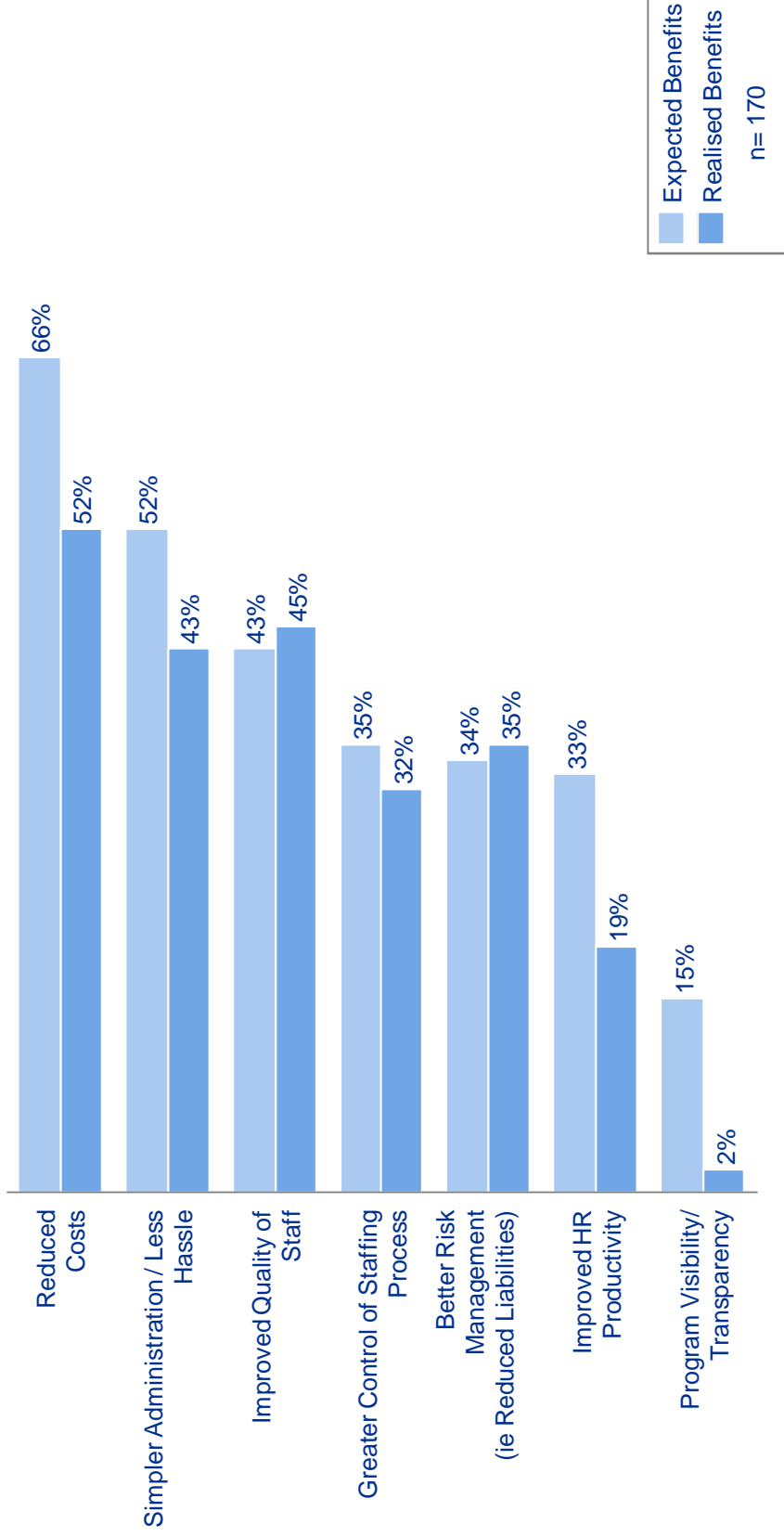
Expected Benefits of Adopting Managed Services



1. What were the expected benefits that prompted you to consider a Managed Services supplier initially?

Source: OC&C Customer Survey (Jan 2011) & analysis

Expected & Realised Benefits of Adopting Managed Services

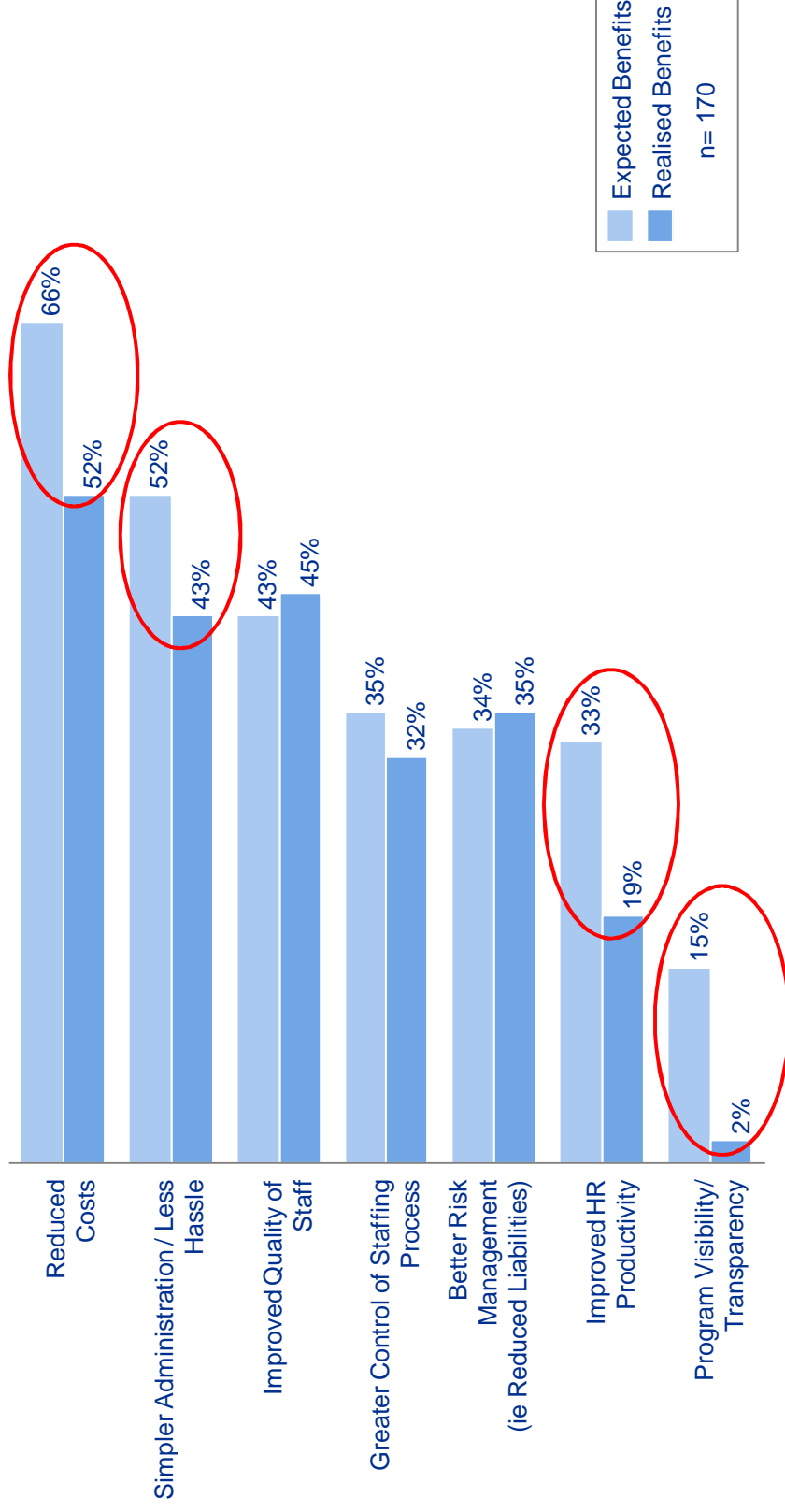


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2. What have been the realized benefits of having a Managed Services supplier?

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