



# **Master Vendor Programs (MVP):**

The Key to Your Contingent Workforce's Success



## Unlock Your Contingent Workforce's Full Potential

For many human resources, talent acquisition, and procurement professionals, supporting a robust contingent labor program can be time- and resource-intensive.

Businesses can utilize a Master Vendor Program (MVP) to streamline their contingent workforce through a single partner that manages the entire contingent labor supply chain.

In this E-Book, we'll explain what a master vendor program is, how it differs from a traditional contingent staffing model, and the benefits it offers your organization, including:

- + Scalability
- + Cost Savings
- + Single Point of Contact
- + One Consolidated Invoice
- + Greater Transparency

## What is a Master Vendor Program?

A master vendor program (MVP), sometimes referred to as a prime/preferred vendor program, is a way to source and manage temporary workers. Rather than maintaining individual relationships and adhering to specific contract terms with numerous suppliers, organizations maintain a single point of contact in their MVP provider.

A master vendor program can be the ultimate solution to enhance the quality and overall performance of your contingent labor program. The main objectives of an MVP are to centralize all spend and management of your temporary staff, maximize cost savings, and give your talent acquisition team more time to focus on other crucial job duties."

- [Derrick Ryskamp](#)

Director of Enterprise Sales



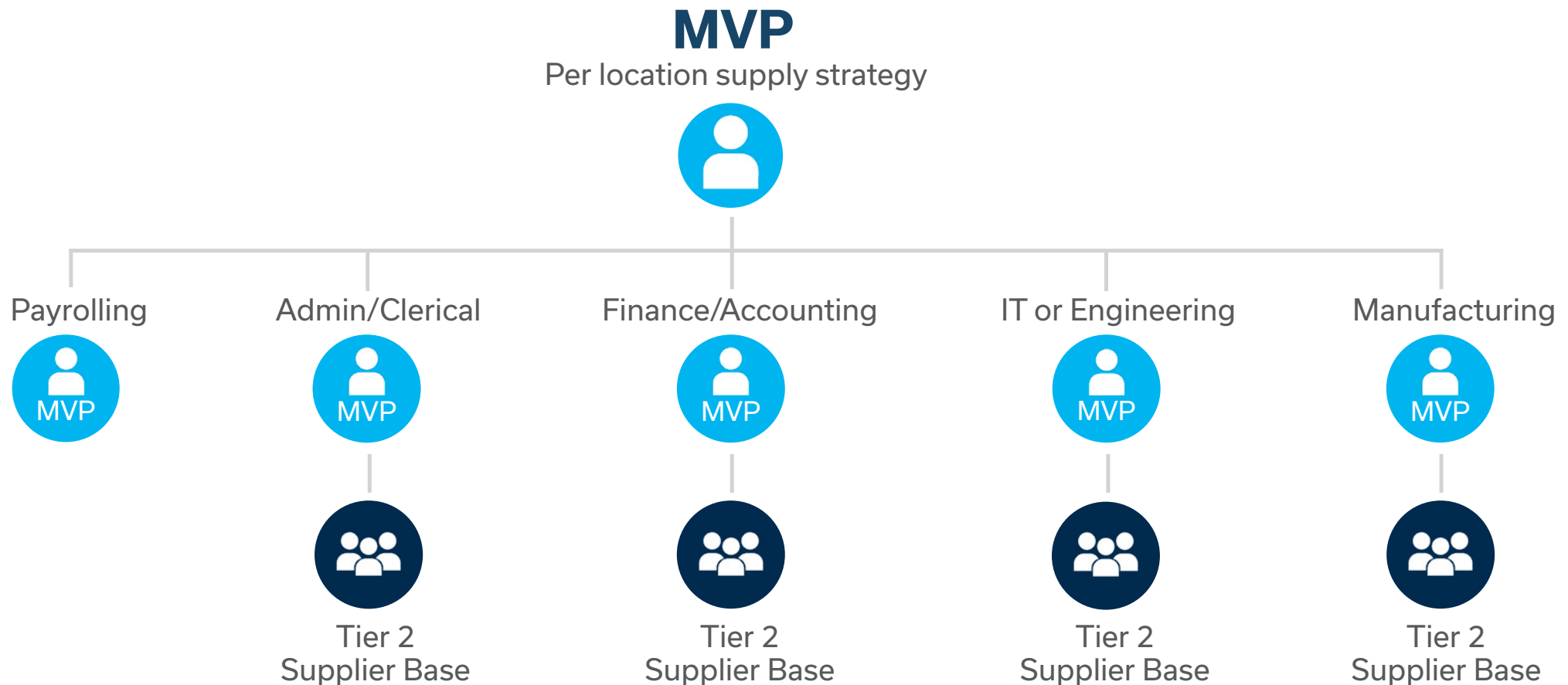
### Account Teams

Coordinate and manage the supply of contingent workers—from sourcing and recruiting to onboarding, invoicing, compliance, performance management, and offboarding.



# MVP Supply Distribution Model

In a master vendor program, a single partner oversees the contingent labor supply chain. The master vendor owns the recruitment process and can leverage Tier 2 suppliers if and when needed.



# Traditional Staffing vs. MVP

There are some key differences between a traditional contingent workforce model, where supplier management happens within the organization, and a master vendor program, where these functions are outsourced to a third-party partner.

## Traditional Contingent Workforce Model

- + Services performed by many suppliers
- + Multiple contacts and numerous supplier contracts
- + Company owns delivery, oversight, and management
- + Various billing cycles and manual billing with end-user invoice reconciliation
- + Minimal visibility into workforce metrics
- + Lack of economies-of-scale pricing

## Master Vendor Program

- + One supplier network
- + Single point of contact
- + One master vendor contract
- + Consolidated invoicing on one billing cycle
- + Leverages employer of record/payrolling services
- + Standardized, efficient processes with consistent onboarding and compliance metrics
- + Complete performance reporting
- + Economies-of-scale pricing generate significant cost savings

5

## **Key Benefits of a Master Vendor Program (MVP)**



# 1



## Scalability

Master vendor programs are customized to align with your organization's specific workforce objectives, and the size of the program team can be scaled to support ebbs and flows in your hiring needs.

If you're faced with a dramatic uptick in staffing requisitions, your MVP will bring on more recruiters to aid this spike in demand.

An MVP can also fulfill all client-specific skill testing or onboarding procedures, including drug and background screenings.





# 2

## Cost Savings



Contingent labor is almost always more cost-effective than hiring a workforce chock-full of salaried employees—especially if you experience ebbs and flows in demand.

In a master vendor program, your organization will gain access to a comprehensive view of all contingent labor spend. If we identify suppliers using inaccurate rates, we'll put an end to this costly rogue spend to generate significant savings for your organization.

Centralizing all contingent labor through a master vendor program will also drive more aggressive pricing due to a high volume of spend, resulting in immediate savings to your bottom line.





# 3

## Single Point of Contact



A master vendor program will manage all supplier interactions on your behalf. You'll no longer have to worry about tracking down a supplier or two—we'll take those problems off your hands.

An MVP provides clients with a single point of contact for all master vendor engagements to streamline and simplify operations throughout all stages of the recruitment process.

Check out our infographic: [MSP or MVP?](#) →



# 4

## One Consolidated Invoice



Rather than receiving dozens of invoices from suppliers across the country, a master vendor provider will consolidate all invoices into one.

Your organization won't be responsible for paying each supplier individually, preserving valuable time for your internal resources.

Check out our blog: [The Benefits to a Master Vendor Solution](#) →



# 5

## Greater Transparency



Because all program metrics run through the master vendor provider, data can be more easily tracked, and performance more effectively measured.

Greater transparency around all aspects of the contingent labor program will enable your organization to operate more efficiently.

Check out our blog: [Finding the Right Workforce Solution for Your Business](#)





# Measuring Success

We partner with our clients to define and align on expected key performance indicators (KPIs), which typically include:

- + Response time to client requests during business hours: < 4 hours
- + Time to submit to new open roles: 1-3 days, depending on pay and skill level
- + Time to candidate start: 7-14 days, depending on pay and skill level
- + Early termination of candidate assignment:  
Number of assignments ended for negative reasons divided by active employees (goal of < 25%)
- + Reporting: Daily, weekly, monthly, quarterly, annually, depending on client needs

Managing your contingent workforce doesn't have to be the time-intensive undertaking that pulls your internal HR team away from other important responsibilities. A master vendor program can help your business get the most out of its contingent employees and eliminate barriers in recruitment, hiring, onboarding, payrolling, and offboarding for a more streamlined and efficient talent acquisition process."

- [Kim Starner](#)  
Director of Client Solutions



# Case Study:

## Master Vendor Program Meets High-Volume Hiring Needs of Manufacturing Client

Our client—a \$17B+ global supplier of equipment and services to the semiconductor industry, with over 18,000 employees worldwide—needed to quickly bolster its contingent workforce to meet a sharp rise in demand.

As the organization’s trusted MVP partner, Acara was tasked with conducting a large-scale recruitment campaign to hire 600 assemblers, technicians, and material handlers across three primary locations.

### The Challenge

To successfully meet the client’s need to start 50 candidates each week, Acara would have to:

Source and attract workers from the same pool of candidates as the client’s market competitors that were facing similar production demands.

Streamline the recruitment process and utilizing multiple sourcing channels to quickly hire a high volume of workers.

### The Solution

Acara implemented a comprehensive approach, which included:

Dedicating 10 recruiters, two recruiting coordinators, and 12 program team members to the project.

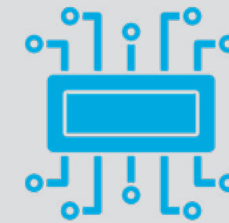
Deploying grassroots recruiting initiatives in the local community, such as onsite visits to colleges and trade schools, in addition to advertisements, job fairs and flyers, and online postings.

A digital marketing campaign to promote four in-marketing hiring events.

Offering referral bonuses to community members and current employees.

Managing the onboarding process and conducting facility tours to excite candidates about joining the company.

Implementing worker retention initiatives, including new hire orientations, email check-ins, newsletters, birthday cards, satisfaction surveys, onsite events, and more.



### The Results

**90.8% average fill rate**

**92.1% retention rate**

**50-70 offers made at each of the four hiring events**

**600+ total contingent hires**



# MVPs Across the Industries

[Click to learn more](#)

- [Master Vendor Solution for a Startup Manufacturing Client](#)
- [Reducing Attrition Rates While Improving the Quality of Contingent Workforce](#)
- [Winning Top Talent for a Non-Profit with a Life-Saving Mission](#)
- [Onsite Presence Facilitates Strong Relationships](#)



# Let's talk.

With a single point of contact and dedicated program team, Acara can streamline your contingent workforce through a customized solution that meets your unique needs.

Acara's master vendor program presents the perfect answer to address the pain points associated with the management and oversight of your temporary workforce. Have a question about our master vendor solution? Contact us today.

800.568.8310

[info@acarasolutions.com](mailto:info@acarasolutions.com)

[acarasolutions.com](https://www.acarasolutions.com)



Acara Solutions is an Aleron Company