

# A Higher Level Client Success Model. Built for Higher Level Client Satisfaction.



We're living in a new era of workforce management. As it continues to rapidly evolve, your business needs to as well. But beyond KPIs, SLAs and scorecards, how can you make sure that as your program grows, it's following best practices across all dimensions?

How can you feel confident that you are getting the highest levels of client service and program performance? That your MSP is a true partner, not just a provider?

You work with HireGenics.

## A Higher Level Starts with the HireGenics' Center of Excellence

The industry may be shifting to automation and offshoring, but at HireGenics, we know MSPs remain a relationship business. Every connection between clients, suppliers, candidates, and workers is critical. Over the past two years, our Extended Workforce Center of Excellence has set out to define and design methodologies, tools, analytics, and market intelligence to build and strengthen those relationships. And to deliver a higher level of client service and program performance.

Our CoE's suite of services ensures it across all engagements:

 **Program Assessments**

Twice a year, our CoE conducts program health checks to confirm that services and deliverables meet our own definition of global standards for best practices. The assessments cover 10 different dimensions of program performance and score more than 65 individual criteria.

 **Skills Training**

To keep ahead of changes and maintain consistent performance across all our teams, we created ongoing role-specific training paths for all key client functions. That includes weekly HireGenics training to continually drive teams' growth and industry knowledge as well as refine best practices in all client programs.

 **Insight Series**

Our ongoing insights series occurs monthly and looks deep into industry trends, best practices, new innovations and regulatory and rate shifts. Ensuring all teams are constantly empowered with the latest data and knowledge to enhance program performance.

 **Analytics  
& Strategy**

We've empowered teams and clients with best-in-class always-on analytics. Better yet, our program teams understand how to translate the data into actionable intelligence for our clients. This results in a higher level of performance and strategic optimization through:

- Analytics-driven program performance improvements
- Expanded insight and visibility via Extended Workforce dashboards
- Best-in-class supplier scorecards

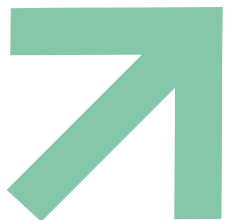
 **Program  
Management**

HireGenics teams are focused on driving continuous improvement and innovation. Experiencing a higher level of service ensures clients appreciate the value of a strong, strategic partnership. This includes:

- Formal strategic program planning and roadmaps
- Embedded, integrated program teams
- Structured client engagement approach

Each of our programs are regularly assessed against global best practices, driven by actionable data, and managed by expert teams who are constantly measured and upskilled.

We do it all in an environment which incentivizes and recognizes innovation and improvement. Because reaching a higher level means working just as hard to stay there.

**THE IMPACT**

In just one year, numerous efforts across all HireGenics Client Success teams have increased hiring manager satisfaction across response time (+8%), communication (+5%) and job requirements (+15%). That in turn has resulted in an NPS score that is now 76 points higher than the industry standard (SIA 2023), which decreased by 10% from 2022 to 2023. So while others dip to a lower level, we're proud to continue offering clients a truly higher level of MSP.