



Scaling Your Staffing Firm with MSPs



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When you
think about
MSPs...



5 Things.



- Why.
- Contracts.
- Commercials.
- Relationships.
- Expansion.

Understanding the Client's Perspective

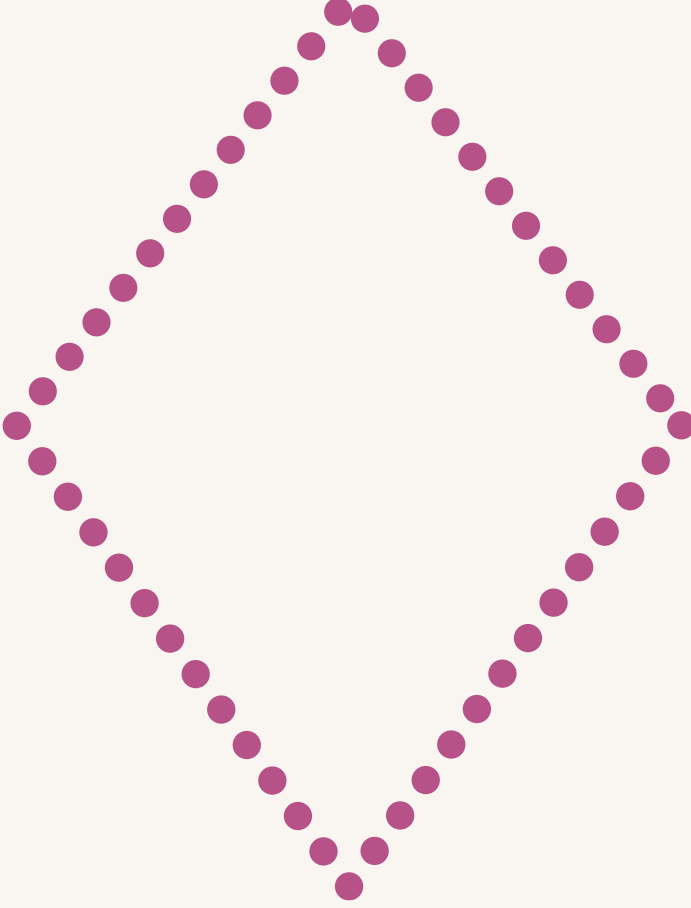


QECR

Quality

Risk

Efficiency



Cost

Navigating MSP Contracts:

Spotting the Red Flags

Contracts.



Contract Terms

Risk

- Indemnification
- Customer & MSP
- “others”

Excessive Liability

- Limitation of liability

Invoice Deadlines

- Time to Submit
- Window to dispute

Unreasonable SLAs

- Achievable
- Penalties

Clients

- Non competes
- Most favored customer

Candidates

- Candidate conversion
- Database ownership

Audits

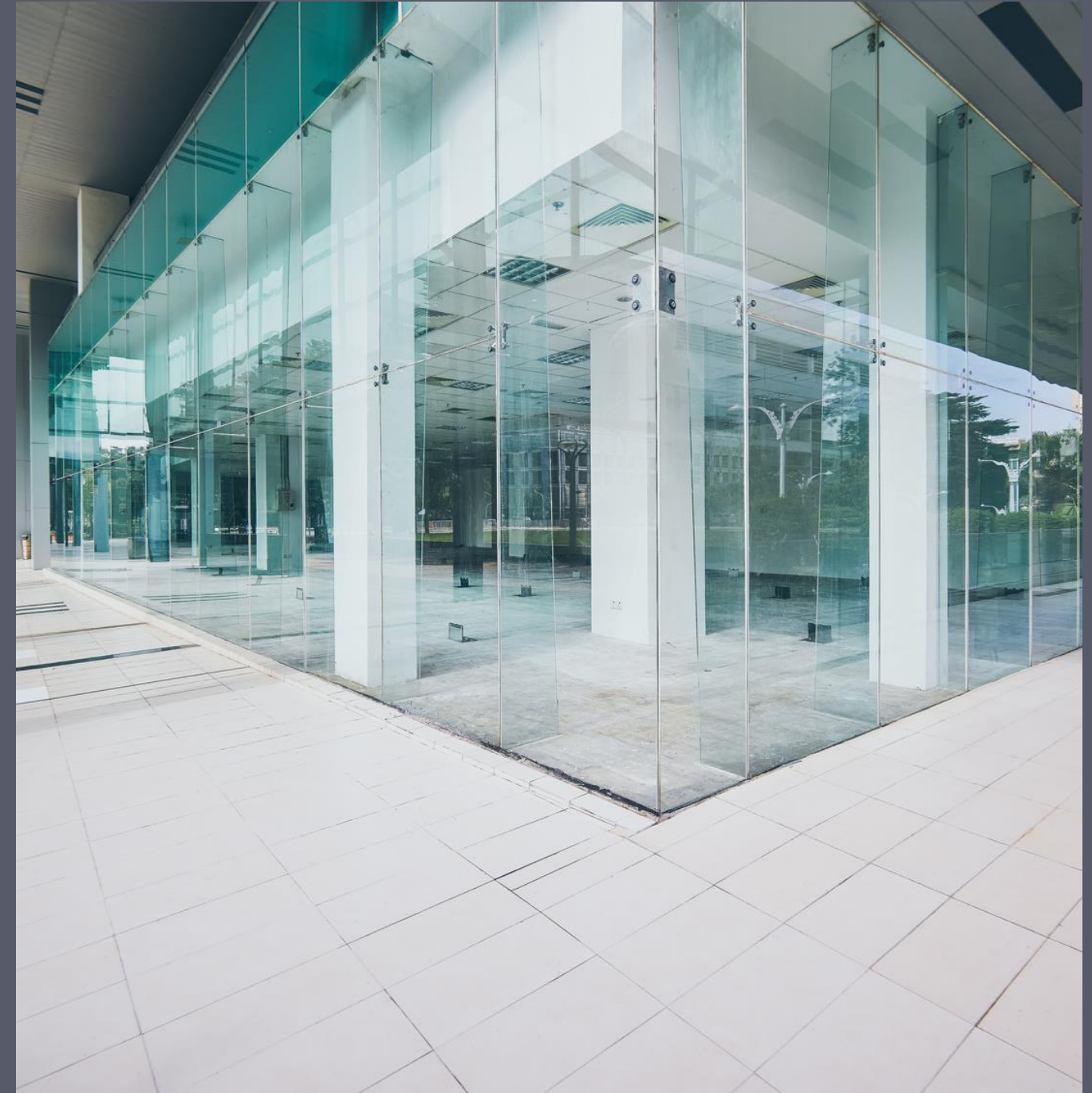
- Frequency
- Database access
- Costs

Termination

- Non mutual
-

MSP Profitability Essentials:

The Numbers that
Count



Commercials

Fees

- MSP
- VMS

Discounts

- Tenure
- Volume

Cash flow

- Payment terms
- Pay when paid
- Early pay discounts

Pricing

- Mark-up
- Rate card

Compliance

- Background & Drug tests
- Responsibility
- Penalties
- Audit

Talent Pay

- PTO
 - Sick Leave
 - OT / DT
-



Profit & Loss :

Don't Assume.

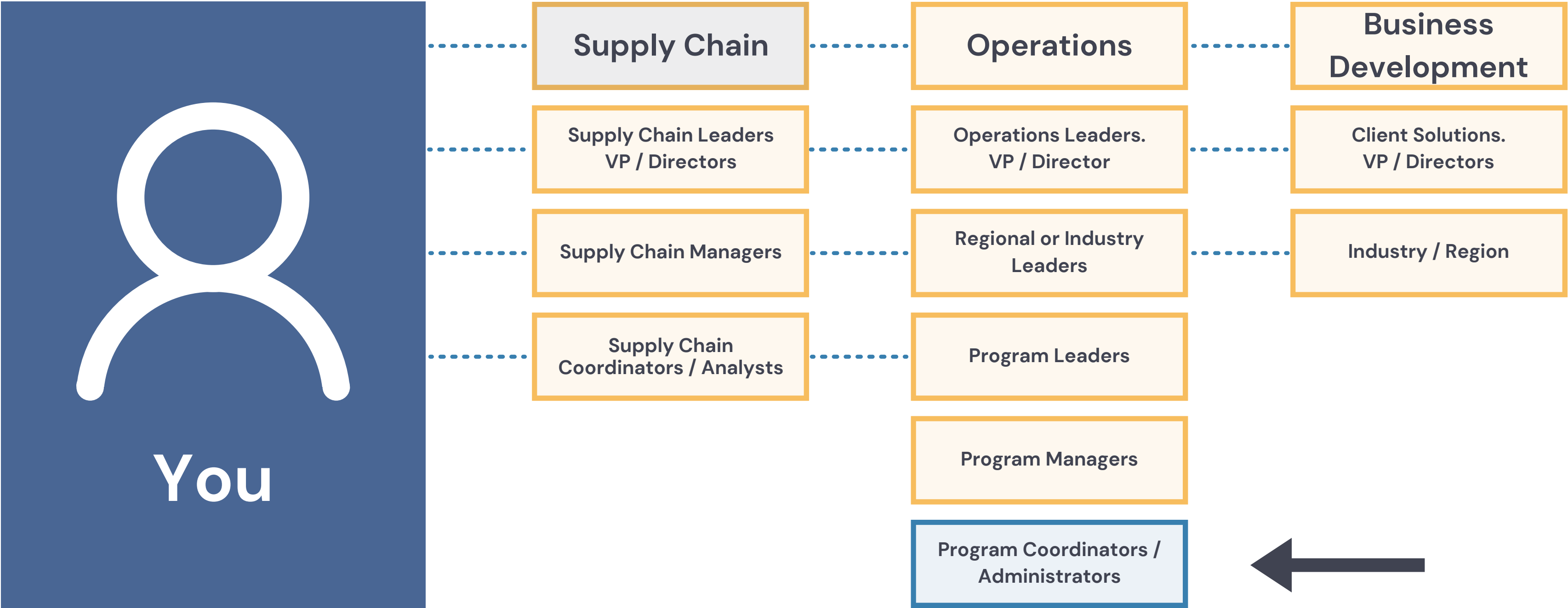
1	REVENUE	Higher Volume v Fees/Discounts
2	DIRECT COSTS	
3	GROSS MARGIN	
4	OPERATING EXPENSES	Lower Cost of Sales v Additional Investment Costs
5	PROFIT	Highly Influenced

Building Strong Ties:

Navigating MSP Relationships



Enterprise MSP Structure



What do they care about?



SUPPLY CHAIN

Supplier Success

Supports the program teams by ensuring the right suppliers are aligned. Onboarding & off-boarding suppliers, Scorecards, supplier success



OPERATIONS

Program Delivery

End Client satisfaction, delivering on current business, expanding program adoption



BIZ DEV

New Programs

Closing Gen 1 programs and taking over programs by differentiating their ability to solve the clients problems



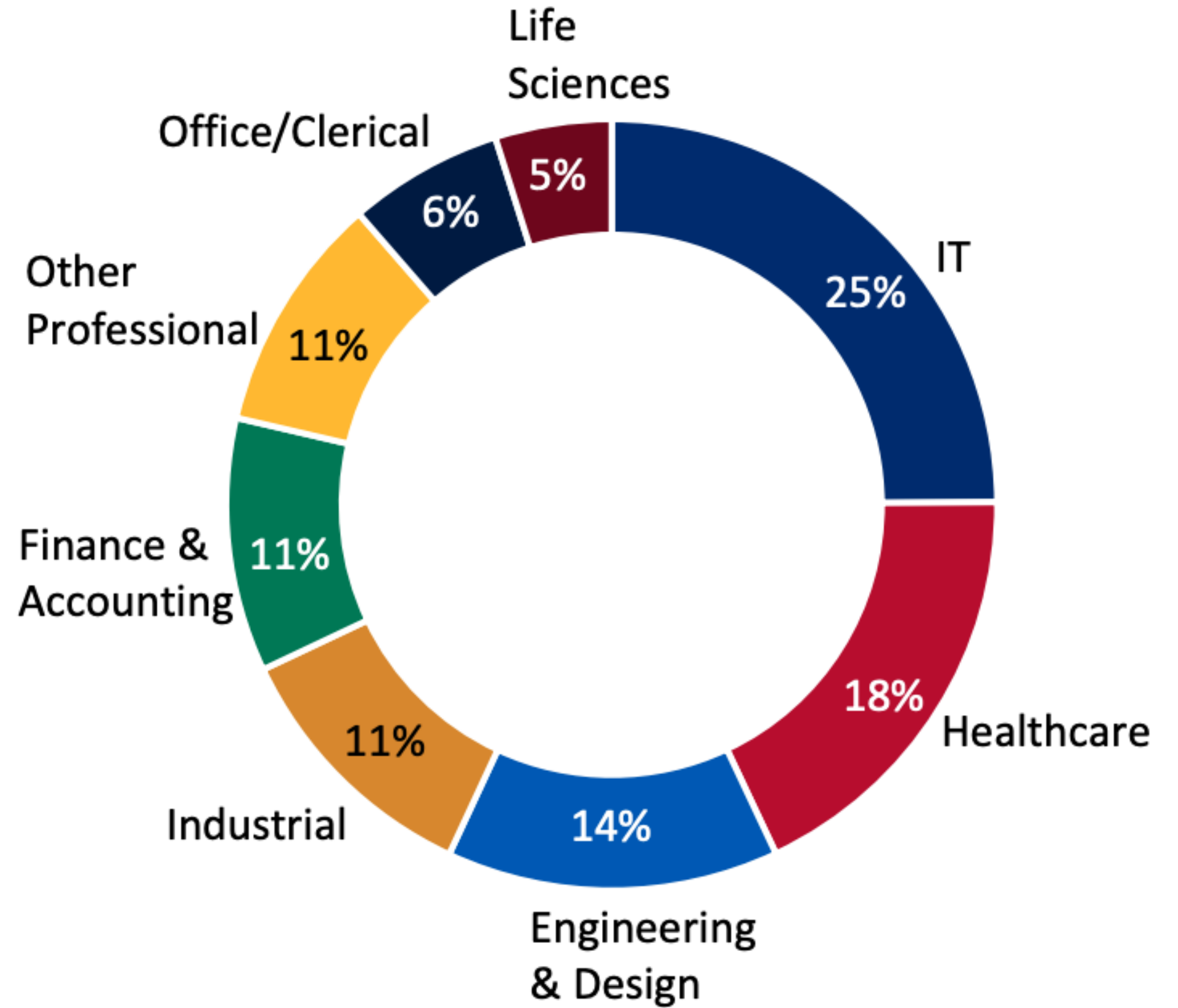
Expansion Opportunities:

Growing Revenue with MSPs

Expansion.



MSP Program Categories





Growth Paths

- Categories.
- Geographies.
- Programs.
- MSPs.

Ways to win



- 1 Clear Strategy
- 2 MSP as a Client
- 3 Know what you can do
- 4 Treat it uniquely
- 5 Exceed Expectations

Q & A

