

Scaling Your Staffing Firm with MSPs







Sheri Tischer Scale Funding VP, Business Development getscalefunding.com





Kelly Boykin Founder, Growth Curve growthcurveadvisory.com

When you think about MSPs...

frustrating differentiate lisru tor argin

5 Things.

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



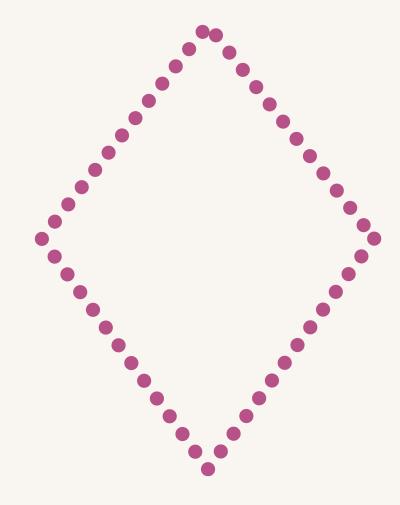
Understanding the Client's Perspective













Risk



Navigating MSP Contracts:

Spotting the Red Flags

Contracts.

rem ipsum dolor sit amet, consectetur adipiscing elit n ullamcorper libero semper accumsan sit ar et at el sque cursus porttitor metus vitae tincidunt. Viv

er blandit massa elit, ac viverra nibh iaculis se a, vitae luctus ante adipiscing nec. Fusce vitae g ue, nisi vel mattis volutpat, ante nisl molestie ate dolor. Cras tempus tempus nunc eget ve rit ac. Mauris quis nisi tempus, ultrices lorem sit

urpis ut lectus malesuada feugiat. Suspendisse i ng velit lectus, a hendrerit justo lacinia a. Praesent orttitor nunc id facilisis dictum. Proin malesuada n nte turpis blandit tortor, ac venenatis quam purus qu Aenean nec

Contract Terms

Risk

- Indemnification
- Customer & MSP
- "others"

Excessive Liability

• Limitation of liability

Invoice Deadlines

- Time to Submit
- Window to dispute

Clients

- Non competes
- Most favored customer

Candidates

- Candidate
 conversion
- Database ownership

Audits

- Frequency
- Database access
- Costs

ubmit o dispute

Unreasonable SLAs

- Achievable
- Penalties

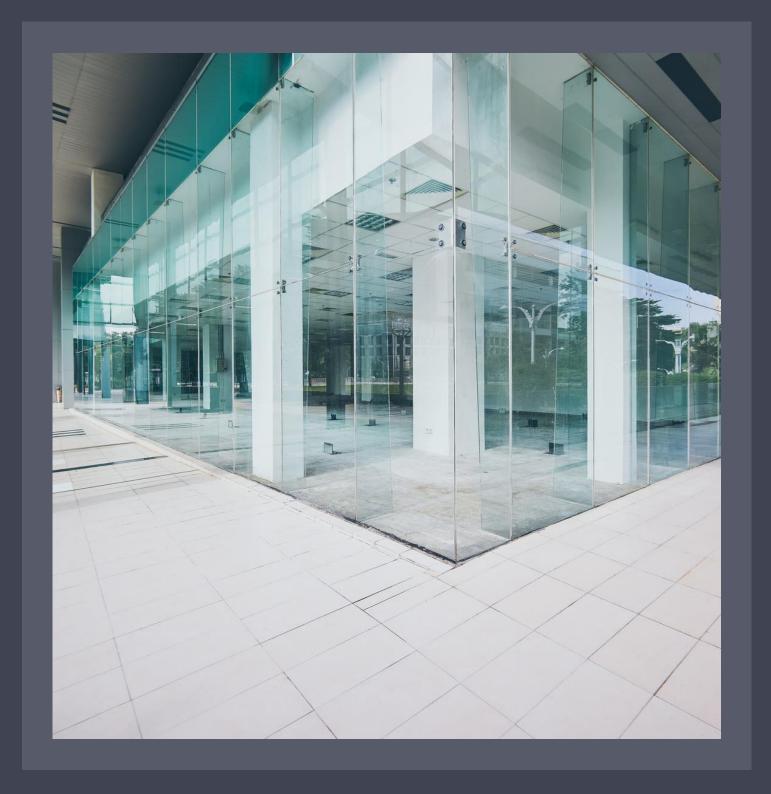
Termination

Non mutual



MSP Profitability Essentials:

The Numbers that Count



Commercials.

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.



Higher Volume v Fees/Discounts

Lower Cost of Sales v Additional Investment Costs

Highly Influenced

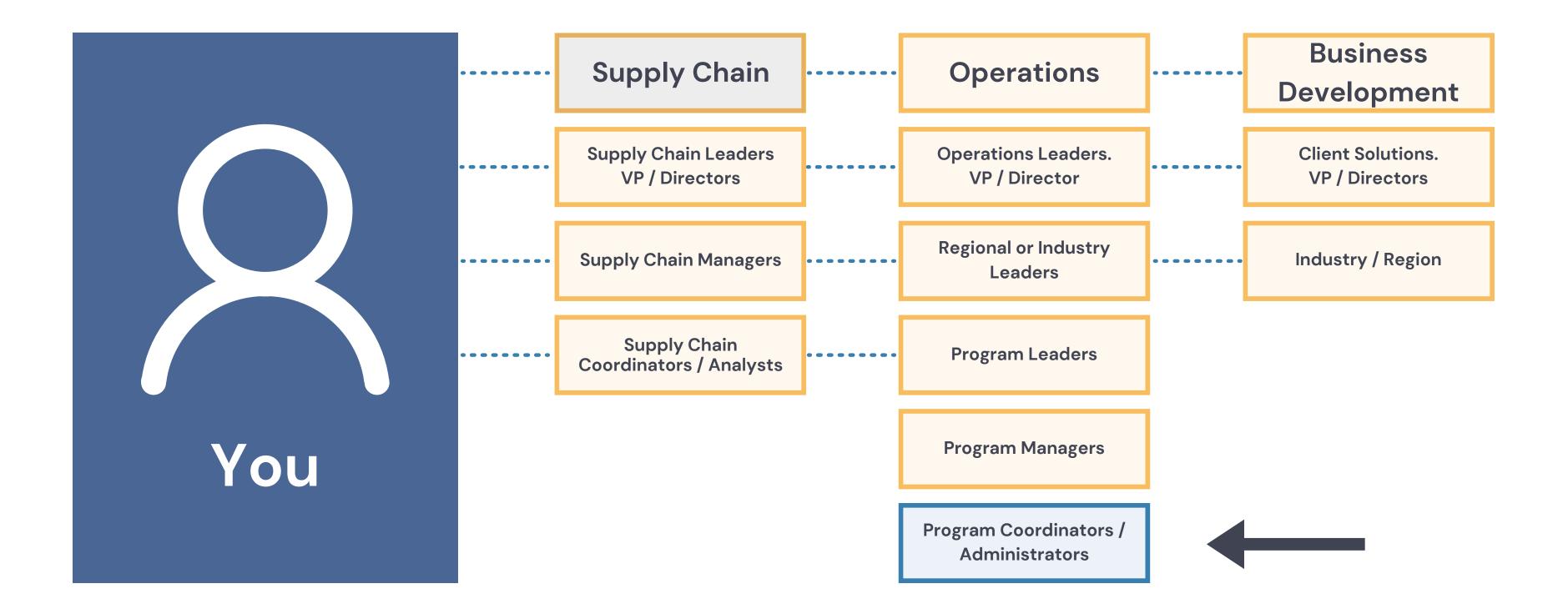
Building Strong Ties:

Navigating MSP Relationships



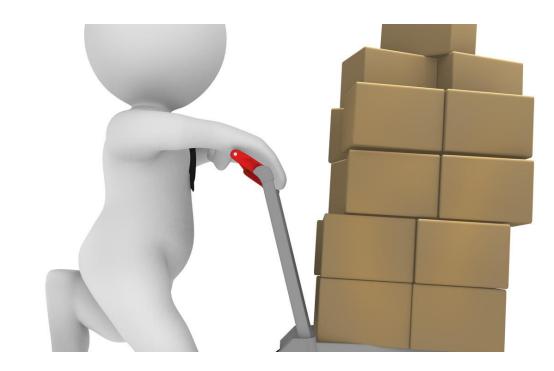
Relationships.

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 solvle the clients problems



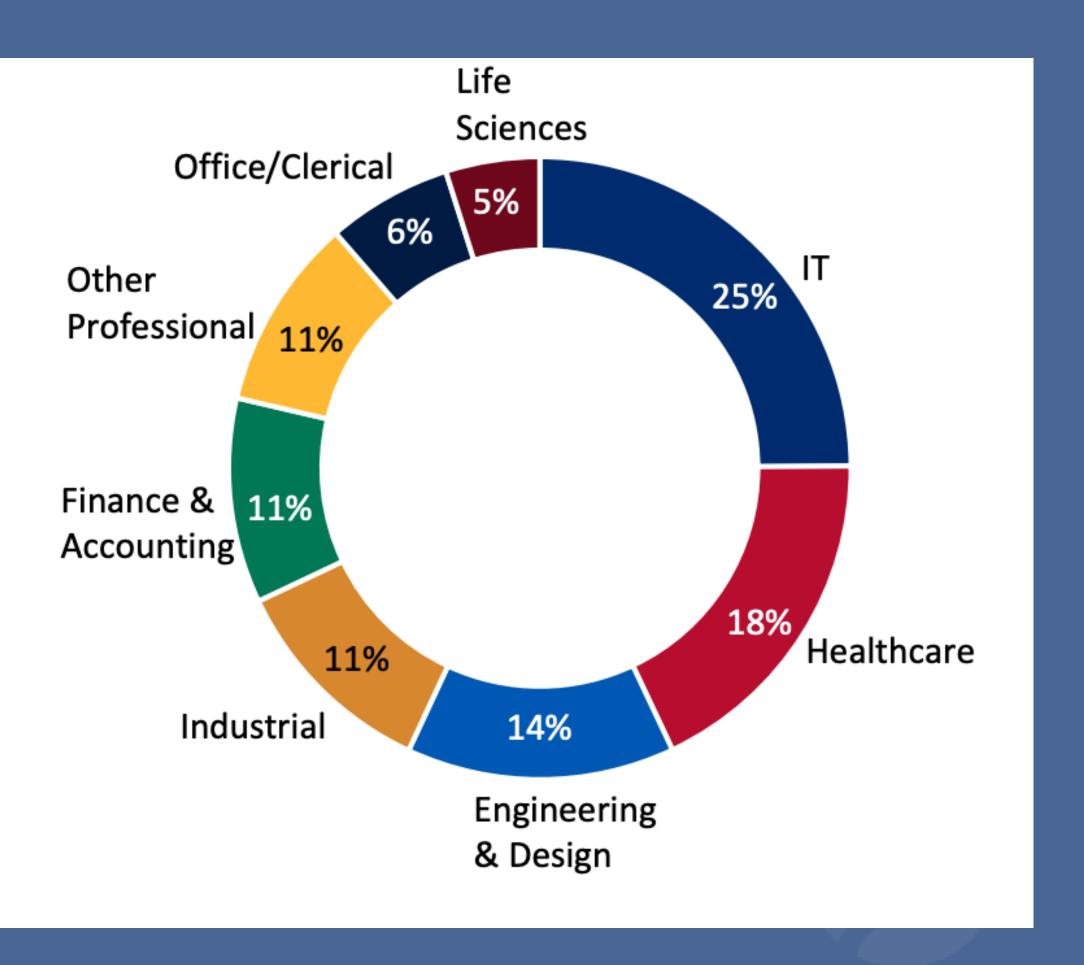


Growing Revenue with MSPs

Expansion.

Expansion Opportunities:

MSP Program Categories



Growth Paths

Categories.
Geographies.
Programs.
MSPs.



- Know what you can do
- **Exceed Expectations**



