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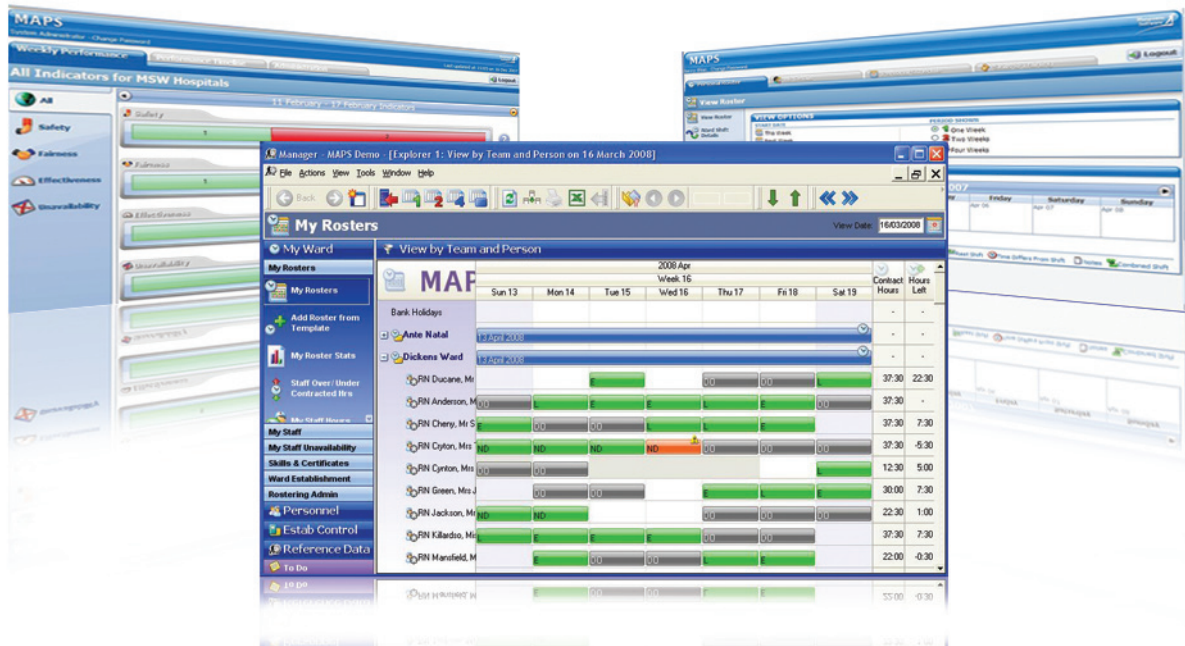
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LEADING WORKFORCE PLANNING TOOL
SUPPLIER **MANPOWER** USES FOUR TO DELIVER
SUCCESS AND SAVINGS TO THE NHS

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CASESTUDY

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Four provide deployment and service teams for Manpower's fast growing healthcare clients' base across the UK

Manpower Software plc is a market leader in the field of workforce planning and duty rostering. Founded in 1991 as MSW and Associates, Manpower is a highly successful software development company, helping clients in a range of industries which include defence, shipping and healthcare.

The company's workforce planning solution has recently been adopted - with great success - for the NHS. Over 30 Trusts are implementing the firm's market-leading MAPS Healthroster, which will allow them to optimise the rostering and scheduling of their vital nursing staff complements.

Royston Morgan, Healthcare Services Manager, runs the UK end of the company's business. He has a specific remit to manage the company's work with the NHS. According to him, growth in this end of Manpower's business has been significant, for software licences as well as related professional services,

Manpower teamed with technology consultancy Four to help deploy its MAPS Healthroster software across many NHS sites, helping to deliver success and savings to Healthcare Trusts which, often for the first time, are able to get a real handle on their workforce deployments.

Symmetry and synergy

Morgan explains the background to the start of the relationship between Manpower and Four: "At a strategic level, it was decided that, rather than Manpower building a large organisation to service our clients in this sector, a partner approach would be more appropriate." The company enjoyed rapid take-up of business with its products. However, it wanted to retain a tightly-focused team of strategic consultants and project/programme managers. Thus, external partners were the best way to accommodate future expansion.

What deciding factors were in the minds of Manpower's managers when seeking such a partner? Morgan expands: "One of the key criteria, as with all such business partnerships that are set up, is the synergy between the organisations - the cultural match and the overall ethic of the company you want to work with."

So why did Four win through? After all, the company had clear competition. "We did look at working with other potential partners. We were courted by some of the big consultancies, but we were looking at potential partners who were more-or-less equivalently sized organisations to work with," Morgan confirms.

In Morgan's words, what confirmed their decision to choose Four was, quite simply, 'basic fit'. "One of the distinguishing factors of Four was that they looked like us. As a company, they match us in many ways. And Four has essentially the same company culture and work ethic," he says.

Morgan compares the process of engaging with a close business partner as similar to selecting a life partner. "These are people you are going to be working with for a long time - they could potentially cause lots of problems with your client. So the beginning of that process is about building trust, believing that they can do an effective job. Four scored heavily here: we looked at them and said 'Yes - they can do the job and we can work with them - and we trust them to do the job.' That sort of process is more important in some ways than the more 'instrumental' factors that you take into account."



Building trust – then success

When the decision was made to award Four the responsibility of helping to deliver Manpower's suite, the first part of the journey was, not unsurprisingly, an extensive training and familiarisation process. "Four was prepared to invest in their people's time to learn our product and understand our clients, that counted for a lot." Manpower was also reassured by Four's willingness to get its people trained up on site too, ensuring their consultants appreciated the culture within the NHS.

How does the relationship work in practice? As far as the client is concerned, it is always dealing with one organisation – Four consultants are Manpower people on site, and carry the responsibility of representing the supplier at all times. Morgan adds: "Four consultants are trained and certified by us and have to act like Manpower people. They need to represent our company in the eyes of the client. When they are with the client, the client will see them as Manpower people and trust that they can do the job effectively."

In order that trust can be established, Four and Manpower staff are forming sets of highly effective, on-site teams in a number of Trusts. Joint-team deployments began in May 2007. "A substantial chunk of the overall delivery is managed by Four. We couldn't deliver the programme without these people in place," Morgan adds.

What have been the benefits of teaming up with Four? Morgan summarises the partnership as critical to the rollout of systems for NHS clients, aided by the cross-fertilisation of ideas as well as the experience that Four people bring to the table from their work with clients from other sectors. For example, Manpower is particularly struck by Four's competence around e-learning, and is exploring the appropriateness of using that expertise in the future.

"I find [Four] impressive"

The strength of the growing relationship is important in meeting the challenges of delivering new processes around rostering to the complex world of the NHS – where challenges are often more organisational than technological. "Workforce planning is a very large problem for the NHS and it is a critical one to get under control," says Morgan. The great news is that users are already starting to see significant benefits and bottom-line savings as the Manpower application has begun to deliver, he adds.

Overall, then, how would Manpower characterise its experience with Four? The key word, it appears, is 'relationship'. As Morgan concludes: "I feel that the Four people who work with us now think of themselves as Manpower people - they want to become more involved in the product and they are developing a deep knowledge of what is going on. It's not just a job to them, and I find that quite impressive."



Client profile

Founded in 1991, Manpower Software (originally MSW and Associates) quickly established a reputation for high quality services and an excellent understanding of business issues.

In 1993 Manpower Software developed its first software product, DCM, which enabled the Defence Procurement Agency to centralise its 50,000 workforce into a single site, downsizing to 20,000.

This led to expansion into full-scale software development and the creation, in 1996, of the first version of MAPS, the world-class manpower planning product suite which is now at the core of Manpower's business.

Industry

IT Technology

Web

www.manpowersoftware.com

Technologies

MAPS Healthroster

Solution Summary

Manpower Software is a successful international software company that markets a range of workforce automation and staff rostering systems to clients such as NATO. It has recently started to enjoy rapid growth in its MAPS Healthroster business in the UK, software that helps NHS Trusts to better manage staff rostering and allocation. To help deliver the system it has turned to Four, whose consultants are engaged in a growing number of assignments with Manpower, acting as extra team members and ensuring the company is meeting its clients' needs.



About Four

Four Business Solutions is a technology services company specialising in the delivery of spend management and workforce planning solutions. Our consultants offer unrivalled integration skills, complex integration project knowledge, and a client focused approach – a combination that has helped us deploy some of the largest and most challenging projects in the industry, on time and on budget, that have streamlined business processes for our many global clients.

For more information, visit www.four.co.uk

