

Now's The Time to Go Global

Geometric Results Inc. (GRI) takes tried-and-true MSP solutions and tailors them to the global marketplace, says GRI President Art Knapp.

Creating a slate of MSP services for global-minded clients is no easy feat, but MSP provider Geometric Results, Inc. (GRI) is more than up to the task. By asking clients the right question about their business needs and using that information to craft customized MSP strategies, GRI has made a name for itself in the global marketplace.

The secret, according to GRI President Art Knapp, is a focus on intuitive analytics, country-specific compliance, flexible offerings, and responsive service.

Here, Knapp shares how he and his team deal with the many considerations that go into designing global MSP solutions to ensure that organizations achieve their desired results.



Art Knapp
GRI President

Q How would you define what it means to be a global MSP?

A When we roll out a global client, there are many factors we have to consider: different taxation laws, different labor laws, and different invoicing requirements, among others. All of these things make a major difference in how we can set up a program globally.

We take all of those factors into consideration and ask “What are the big rules that everyone has to follow based on the corporate culture and policies?” and “What are the narrower, smaller rules that need to be followed by those in a given country based on factors that are more germane to them?”

Q Is there a specific slate of services and solutions that are critical for success in a global marketplace?

A Flexibility is key. Organizations need the help of an MSP provider to determine how to manage spend in

particular countries and the best solutions for that spend. When it comes to staffing, leveraging a provider's supply chain and invoicing are always important factors. Plus, organizations can't necessarily take a program that works in the United States and make it fit in other countries when expanding that program globally.

Q How important is localization?

A It's very important, especially from a risk standpoint. There are different compliance laws, such as agency worker regulation in the UK, that an MSP provider needs to ensure are followed properly. There are also adoption concerns that you have to consider. Company culture is often a factor that organizations overlook and one that can ultimately derail programs. An MSP provider can help with gaining stakeholder support.

Providing an onsite presence is critical and while there's no magic

number, it is generally based on the size of the worker population. So if there are more than 100 contingent workers in a particular location, organizations usually need an onsite presence in order to gain visibility into the program.

If a location is particularly challenging in terms of adoption and compliance, having an onsite presence helps ensure accountability and success.

Q In what ways can companies leverage technology and analytics?

A One of the main advantages of an MSP is the ability to glean the most information from technology. Analytics is an area that continues to grow very quickly—organizations have access to workforce data, and they want to be able to use it for long-term, strategic planning. MSPs can be problem-solvers by providing solutions that not only automate processes, but also offer insight into the best make-up of the workforce.

HOW WELL IS YOUR COMPANY MANAGING ITS GLOBAL NON-EMPLOYEE LABOR?



We understand the intricacies and challenges of managing global MSP programs. Our clients, with workers in more than 60 countries, trust us to guide their operations, creating and sustaining strategic programs that continue to meet their growing needs.

Let's talk about how we can help your company find a better way.



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The Next Generation MSP

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