



“The quality of CXC's MSP management stands out from all others and is used as a reference of what a good MSP looks like within our company.”

MSP partner

### At a glance

#### Challenge

Across Europe, Boeing and its subsidiaries faced increased contingent worker costs with inflated margins, non-compliant practices and process inefficiencies. They needed a central supply chain management programme with a streamlined recruitment process.

#### Solution

CXC provided Boeing with a Managed Service programme (MSP) across multiple international locations, while implementing a VMS. The solution dramatically expanded in scope and locations over the next five years.

#### Results

CXC was able to deliver a successful procure to pay MSP service model across eight international locations, with over 800 contractors under management. This solution included recruitment services across several countries throughout the EMEA region.

### Company

Boeing is the world's largest aerospace company and leading manufacturer of commercial jetliners, defence, space and security systems, and service provider of aftermarket support. As America's biggest manufacturing exporter, the company supports airlines and government customers in more than 150 countries.

#### • Industry

Aerospace

#### • Company size

156,000 employees

#### • Headquarters

Arlington, Virginia, USA

#### • Founding year

1916

### Background

Across Europe, Boeing and its subsidiaries faced increased contingent worker costs with inflated margins, non-compliant practices, and process inefficiencies.

The client had no ability to report on contingent worker spend with suppliers negotiating varied margins across the various entities due to contracts being held at country level.

Boeing required a model that reduced costs while always remaining competitive and compliant. They needed complete visibility of contingent workforce spend by country/business unit and a central supply chain management programme with a streamlined recruitment process.



## Our solution

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In 2018, CXC implemented a Managed Service programme (MSP) for Boeing and its subsidiaries in Germany, Poland and Sweden. In partnership with them, we used Beeline as the vendor management system (VMS) to manage the supply chain and contingent workforce activities.

In 2019, we added direct sourcing in Poland, where we hired around 130 Global Navigation Analysts. This solution included the full recruitment and candidate assessment centre lifecycle.

In 2020, CXC implemented five additional international subsidiaries (Sweden, Germany, Netherlands, Switzerland and Poland), as well as Boeing's operations in the UK, to the MSP portfolio. Additionally, we further expanded the initial program with the management of statement of work contractors and direct sourcing across all subsidiaries.

In 2022, we were then able to implement an MSP solution in Boeing India – the first MSP this Boeing division had ever had. With it, we brought process efficiencies, enhanced technology and supply chain management under the Beeline VMS.








## Results

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CXC was able to deliver a successful procure to pay MSP service model across eight international locations, with over 800 contractors under management. This solution included recruitment services across several countries throughout the EMEA region. As part of our service we manage a large population of active contractors both directly and through third-party providers.

Our MSP includes the full curation and management of VMS and Boeing-specific systems, benchmarking activities, providing market intelligence, full supplier management (including new supplier onboarding, contract management and supplier performance reviews). Our recruitment function provides a full recruitment life-cycle service, wherein we use talent pools, market sourcing, business insights and response handling.

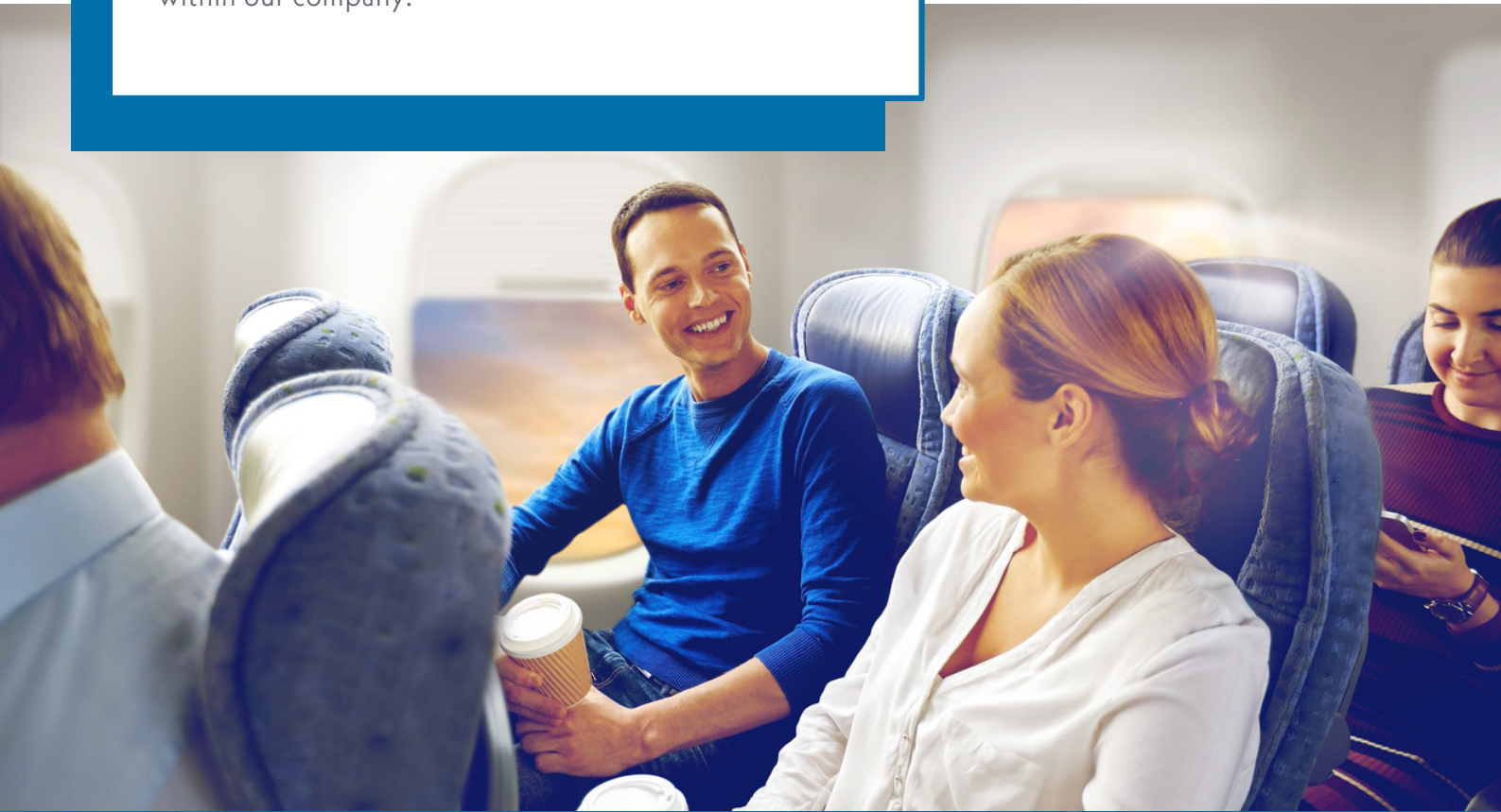
Other achievements include:

-  Streamlined onboarding and background check process improving candidate experience.
-  Quarterly audits of supply chain to ensure compliance and adherence to in country laws.
-  Improved manager experience due to one stop shop and dedicated team for recruitment facilitation.
-  Monthly stakeholder meetings providing statistics by country for analysis and support with forecasting.
-  Introduction of the Beeline system for supplier recruitment, onboarding, time capture, invoicing and payroll.
-  Simple invoicing process created with one invoice per country or site demonstrating accurate spend data and process efficiencies.
-  All contingent workers paid on time every time.



MSP Partner

"CXC are by far the best MSP I work with. We have customers that use different MSP's and none of them come close to the service CXC provide. The quality of CXC's MSP management stands out from all others and is used as a reference of what a good MSP looks like within our company."



## What's the next step for you?

Contact us today to see how CXC can provide your organisation with complete visibility and governance over your entire contractor workforce through an MSP.

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