

Developing Flexible Workforce Models

to Meet Dynamic Supply Chain Talent Needs

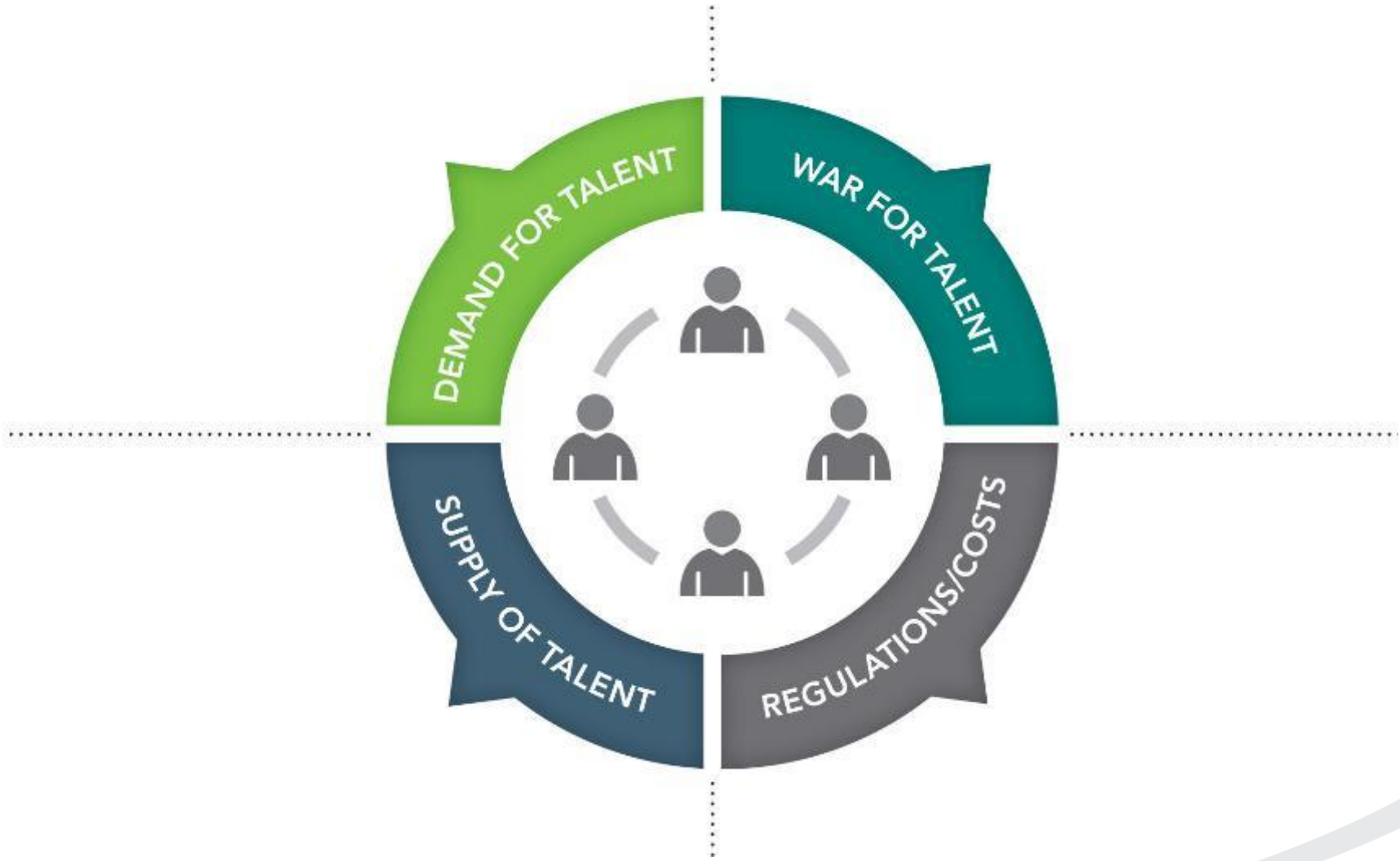


Teresa Carroll, SVP and GM, Global Talent Solutions

TALENT SUPPLY CHAIN MANAGEMENT

is the streamlining of a business' **talent** supply-side activities to maximize customer value and to gain a competitive advantage in the marketplace.

The Labor Market Dynamic



TALENT BEHAVIORS

DEMOGRAPHICS

PSYCHOGRAPHICS

TECHNOLOGY



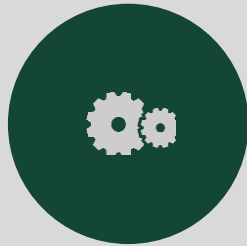
BUYING BEHAVIORS

INSOURCE VS. OUTSOURCE

FULL-TIME VS. CONTINGENT

VIRTUAL VS. ON-PREMISES

CORPORATE STRATEGIC PLAN



OPERATIONS



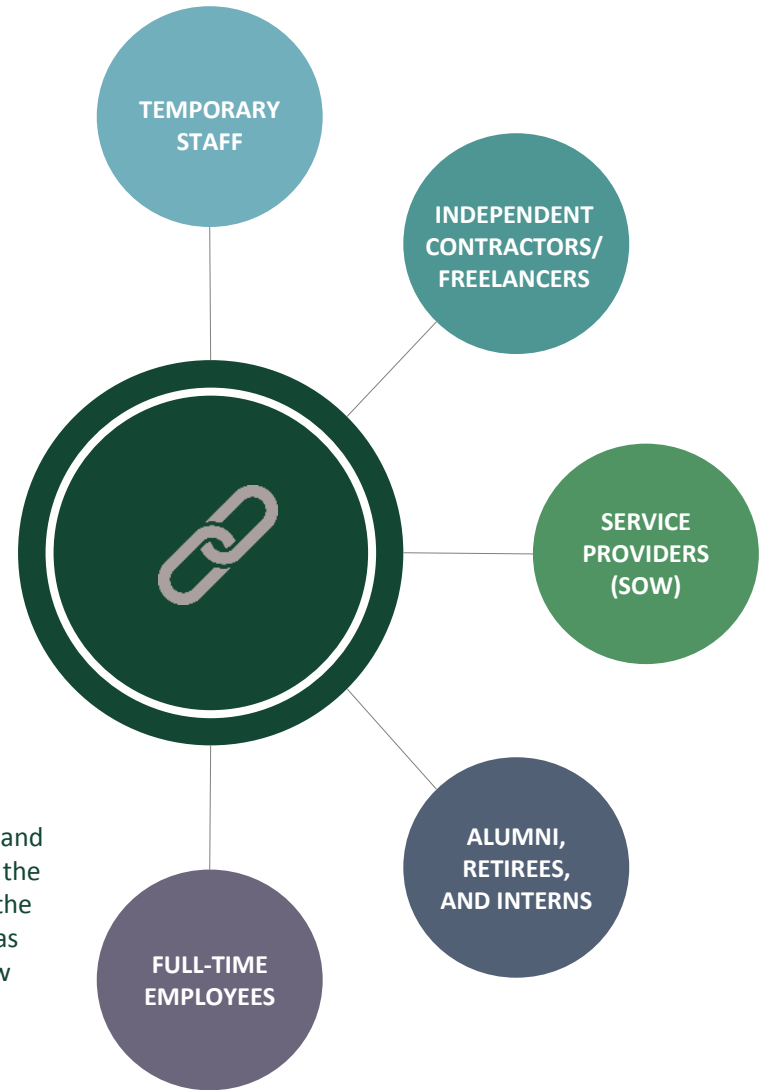
HUMAN RESOURCES



PROCUREMENT

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TALENT SUPPLY CHAIN MANAGEMENT



Driven by both demographic and psychographic dynamics and the emergence of technology in the workplace, buyer behavior has changed to adapt to the “new world of work”.

The Future

Deliver integrated solutions across Full-Time, Contingent, and Outsourced labor pools

Provide centralized oversight and visibility/reporting on talent utilization, spend/investments, and compliance across all locations and labor categories

Deliver integrated solutions across FT, Contingent and Outsourced labor pools

Provide centralized oversight and visibility/reporting on talent utilization, spend/investments, and compliance across all locations and labor categories

Ensure compliance with organizational, contractual, and legal policies

Registration, vetting, management, and optimization of the supply base



Establish a workforce strategy that is linked directly to the operational business strategy

Develop a talent strategy that defines and optimizes the workforce toward executing an organization's business strategy and future goals

Establish end-to-end talent supply chain design based on best practices

Develop and manage global supplier network

Manage risk across talent supply chain

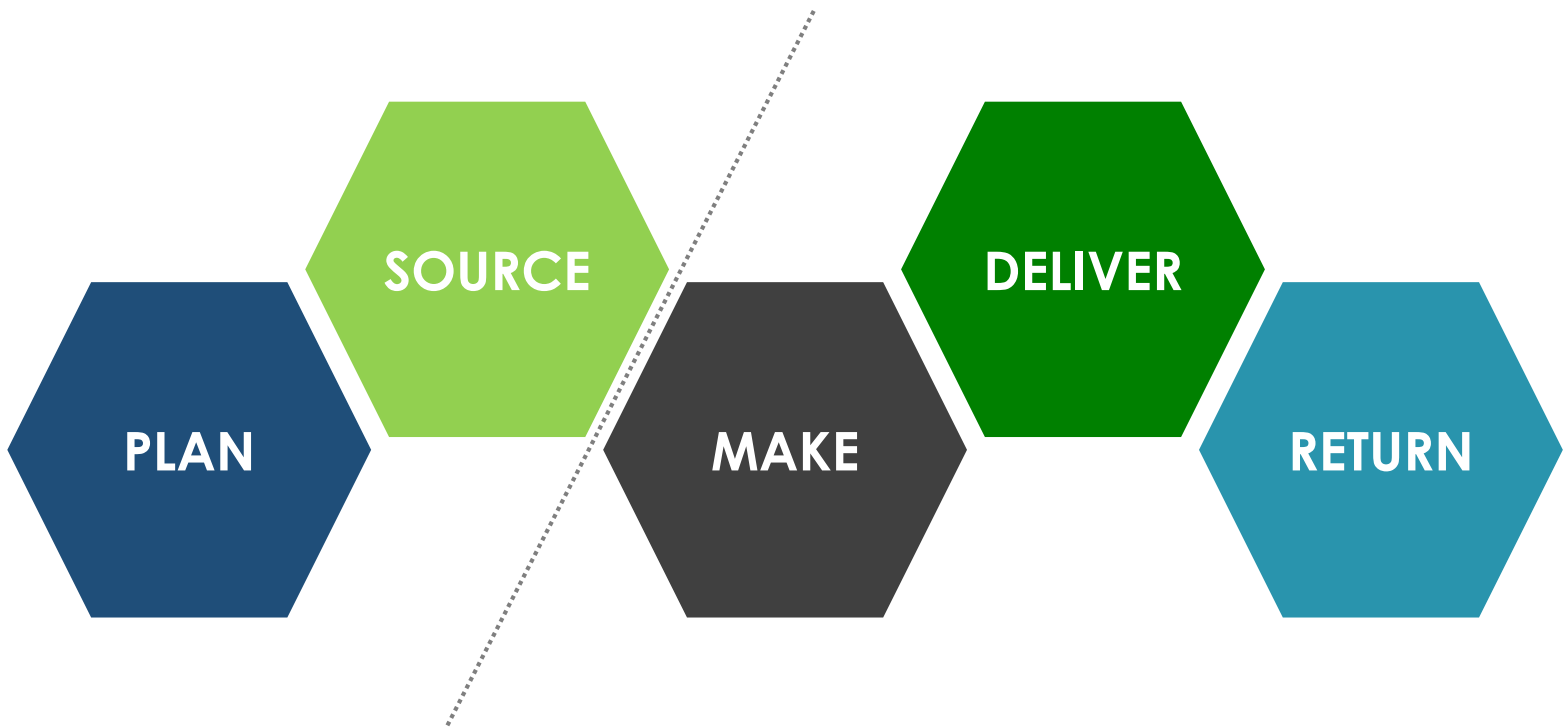
Apply role-based segmentation to design customized solutions

Optimize staffing based on labor mix optimization models

Implement talent supply and demand forecasting to drive investments

Update supply chain models based on changing talent psychographics

SCOR – Talent Decisions



Supplier Network



5,000+ AMER

Contact Center/Telecommunications	7%
Creative Services	7%
Engineering	10%
Finance/Accounting	8%
Government Solutions	4%
Industrial Services	5%
Information Technology	25%
Office/Administrative	7%
Professional	17%
Science & Healthcare	8%
Services	3%



Analytics Portal



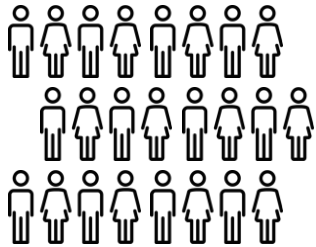
benchmark
against

180

other programs



more than
300
data points



more than
2,300
suppliers included



57,000
job titles
within in portal





31%

of global workers
choose **free agent**
work arrangements



56%

of the global workforce is driven largely by a **desire for freedom and flexibility**

A person wearing a brown jacket and a beanie is sitting on a rocky mountain peak. They are using a laptop computer. The background shows a vast valley with a winding river and mountains in the distance, all under a warm, golden sunset sky. The person is seen from the side, looking out over the landscape.

100%

want more control and ownership over how they **integrate work with their personal lives and passions**

KELLYOCG
OUTSOURCING & CONSULTING GROUP

A close-up photograph of a person's hand balancing a single wooden block on top of a tall stack of many other wooden blocks. The blocks are of various shades of brown and tan, showing natural wood grain. The background is dark and out of focus, with a blurred white shirt visible on the left side.

73%

of CEOs are
**worried about the
supply of talent**



90%

of organizations use
free agents **to scale**
their workforce

