



Rest-of-World MSP Success Story

Flexible, scalable, and fully customizable MSP experience

Client Overview

The end client is headquartered in the US and owns one of the world's largest distributed computing platforms with operations in over 20 countries.

KEY OBJECTIVES



Implementing a unified global solution for managing non-employee workforce



Supporting expansion (volume or geography) with shorter notice worldwide



Ensuring flexibility in volume or spend commitments



Centralized invoicing and reporting to align with current operational standards

CHALLENGES

- US-based multinational client with global operations
- Growing through strategic acquisitions, averaging 2-3 deals annually
- Deals range from small to large (over \$1B) transactions
- Needed a unified solution for managing non-employee resources and suppliers globally
- MSP partner limited in support due to lack of operations or low resource volume in certain countries
- Enable the client's acquisition-driven growth and expansion while adhering to corporate location and spend constraints.

THE eTeam SOLUTION



3 acquisitions since launch



Servicing 48 countries



Total of 485 contractors

- Established Rest-of-World (ROW) MSP servicing 48 countries across LatAm, EMEA and APAC
- MSP partner retained master MSP agreement and client relationship
- eTeam established as prime vendor in assigned countries via MSP
- eTeam set up in VMS as sole source within these countries
- End client has visibility and direct communication with eTeam
- MSP partner was transparent about post-implementation structure
- eTeam acts as MSP in assigned 48 countries
- SLA / KPIs mirrored alongside prime MSP measurements
- Legacy suppliers and workers transitioned to eTeam as AOR or EOR

OUTCOMES

1

8 BILLING CURRENCIES

eTeam billed in 8 supported currencies and paid the non-supported currencies in their required currency.

2

20 LEGAL ENTITIES

eTeam ensured seamless billing across 20 client legal entities with our MSP partner has captured additional spend projected to be in excess of **25M USD for FY2023**.

3

30+ COUNTRIES

Client had less than 5 contractors in 30+ countries, making it a geographically highly diverse operations with low individual volumes.

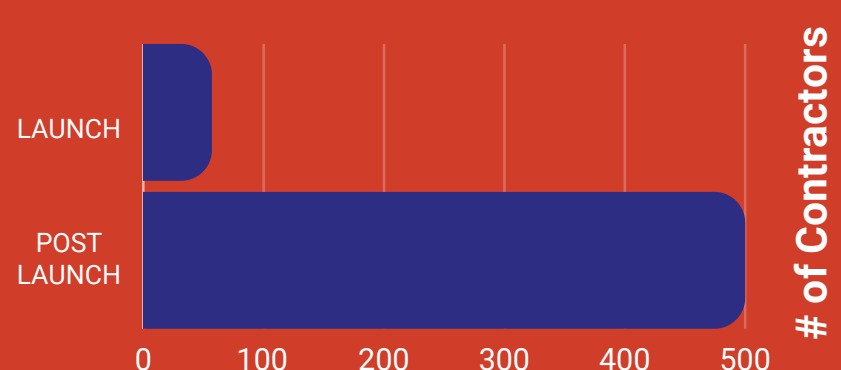
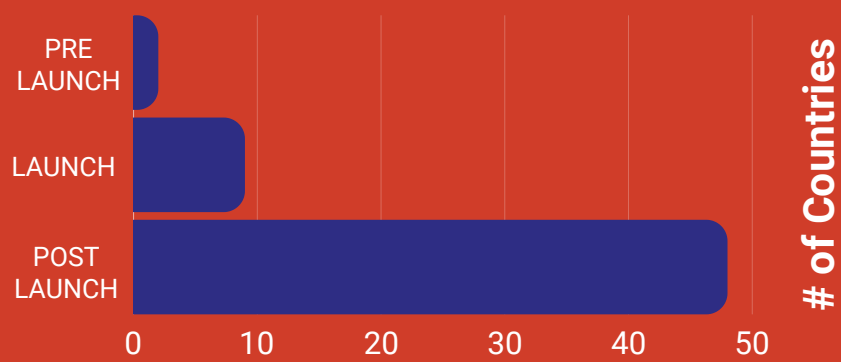
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ABOVE 20%

Suppliers and Independent Contractors selected the eTeam early payment option available via the eTeam Treasury Service.

GLOBAL MSP OPERATIONS

LatAm, EMEA and APAC



CONTACT

To achieve similar outcomes, reach out to:

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