

## Who is Yoh?

Yoh is a managed service provider (MSP). An MSP is responsible for managing all aspects of an organization's contingent workforce program.

## Your Dedicated Team...

- Yoh will provide a dedicated resource who will sit on-site with Harvard.
- This resource will be the main point of contact for the managers and supplier for support, questions and general management of the process and worker flow.
- This person will support during regular business hours and will share in the responsibility with the larger team the need to provide support for extended hours



# YOH MSP AT HARVARD



## What benefits can I expect from this new program?

- A dedicated team with expanded hours of support who will manage all supplier activities
- Utilization of your current suppliers along with additional proven suppliers who Yoh has successfully partnered with in the past
- An improved, streamlined process for requesting qualified candidates
- Insight into supplier performance metrics
- A strategic partner who will build efficiencies into the program
- Additional measures to ensure quality and speed (time to fill)
- Increased visibility into workforce utilization and spend
- Consolidated invoicing
- Access to wage and market data
- Increased compliance
- Supplier rate compliance and alignment
- Decision support for risk management mitigation



## What benefits can my suppliers expect?

- Access to a Vendor Management System which will allow suppliers to easily manage requisition activity and contractor assignments
- Streamlined billing process which will allow for faster payment cycle
- Opportunity to expand services with other Yoh customers
- Visibility into improvement opportunities and overall performance
- Regular interaction and feedback on requisition status from the Yoh team
- Participation in supplier forums that provide valuable information on the program and on key Harvard initiatives
- Survey opportunities and direct connectivity with Yoh leadership to create program efficiencies.