A TSP CUSTOMER SUCCESS STORY

Empowering IT Workforce Efficiency and Reducing Costs Through Strategic IT Outsourcing

Case Study: **IT Workforce Solutions** and **IT Professional Services**

A practical success story showcasing actionable insights and proven TSP strategies to overcome complex IT challenges, enhance operational efficiency, and drive measurable outcomes through our cutting-edge technology solutions.

OUR PRODUCT IS OUR PEOPLE

THE CUSTOMER

AN **INNOVATOR** IN **HEALTHCARE TECHNOLOGY**

HEADQUARTERS
Mountain View, CA

ANNUAL REVENUE
$1,110,000,000

EMPLOYEES
3,800

CUSTOMERS
7,000

Our customer is a healthcare technology leader providing medication and supply management solutions across the continuum of care. With a mission to transform the pharmacy care delivery model, our customer supports hospitals and healthcare systems in driving clinical and operational improvements.

KEY OBSTACLES

REDUCE COSTS WITHOUT COMPROMISING QUALITY

As labor costs continued to rise, our customer faced increasing pressure to manage operational expenses without sacrificing service quality. The company identified an opportunity to reallocate internal resources from day-to-day point-of-care support to more strategic, value-driven initiatives.

However, finding a solution that would maintain continuity of service, retain institutional knowledge, and optimize cost-efficiency proved difficult.

ENACT IT OUTSOURCING WITHOUT IMPACTING PEOPLE OR CUSTOMER EXPERIENCE

Rather than replace the point of care team or outsource the function to a disconnected third party, our customer turned to TSP. The goal: deliver operational savings while keeping the existing talent pool engaged and minimizing disruption to customer-facing services.

TSP offered a tailored IT workforce solution that enabled our customer to convert their in-house point-of-care team to TSP employees. This approach preserved domain expertise and customer continuity while transferring the burden of employee management, including hiring, benefits, training, and oversight, to TSP.

RELIABLE TALENT AND EXECUTION DELIVERED BY TSP IT OUTSOURCING SERVICES

Through its partnership with TSP, our customer achieved a strategic shift in workforce management — one that balanced financial performance with operational excellence. By outsourcing the point-of-care function while preserving institutional knowledge, our customer unlocked new efficiencies and empowered its internal teams to focus on advancing healthcare innovation.

- **Zero Customer Disruption:** By retaining the existing team and shifting them to TSP, our customer ensured uninterrupted service for clients, preserving trust and performance levels.
- **Immediate Cost Savings:** Our customer significantly reduced per-employee costs by eliminating overhead expenses such as employee benefits, payroll taxes, and onboarding.
- **Operational Efficiency:** With TSP managing the day-to-day workforce operations, our customer was able to refocus internal teams on strategic initiatives and higher-level service innovation.
- **Scalable Support Model:** TSP's flexible model enabled our customer to scale resources as needed without the complexities of traditional hiring and HR processes.

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TSP is award-winning, customer-endorsed, and minority-owned.
We provide custom, flexible, and flawlessly executed IT services
and talent solutions throughout the United States and Canada.

We create great customer experiences by saving you time and money.
We're driven by integrity — we do what we say we will do — exceeding expectations.
Our value-based pricing focuses on your business objectives, making your success our top priority.

We don't manufacture devices or sell software — our product is our people.