

Managed Service Provider (MSP)

Galaxy Systems, Inc.'s primary goal is to help clients achieve increased revenue, operational efficiency and customer satisfaction. Galaxy delivers high quality contract and permanent IT staff augmentation services for both consulting and project-based engagements, domestic and international. Galaxy has developed a vast network of technology specialists in its nearly 20 year history and prides itself on its ability to successfully fill the most demanding customer requirements.

The Galaxy Systems Managed Service Provider, or MSP, is a program that transitions the administration of Information Technology staffing requirements from multiple sources to a single managed source. Through our MSP offering, Galaxy Systems works directly with your HR and IT Hiring Managers to coordinate all employee and consulting resource hiring, vendor management, and bill and payroll services, reducing overhead and providing quantifiable cost savings.

The key features of the Galaxy MSP program are:

- Galaxy assumes single source management
- Galaxy enforces formal processes governing all hiring practices and procedures
- Galaxy negotiated rates for legacy consultants
- Galaxy customized metrics and operational reports
- Formal SLA's and performance management
- Seamless transition to Galaxy administered program

The key benefits of the Galaxy MSP program are:

- Increased service levels in IT hiring
- Reduction in IT spending
- Uniform service levels for all existing subcontractors
- Significant reduction in the time and effort spent on identifying and hiring resources
- Vendor Management Portal

Galaxy Systems Managed Service Provider (MSP) Program Processes

Consultant/Employee Staff Management



- Galaxy representative(s) work directly with the hiring managers to:
 - Obtain requirements and review objectives, deliverables and length of assignment
 - Distribute staffing requirements to approved staffing vendors
 - Manage standard candidate pre-screening process
- Once a qualified candidate has been identified, the Galaxy representative(s) will manage the candidate lifecycle from submission to hire/rejection
- The Galaxy representative(s) will also coordinate data and new hire paperwork

Billing/Payroll Services



- Single point-of-contact for IT consulting spend
- Courtesy payroll services
- Consolidated tracking of time and spend

Vendor Management



Dedicated point-of-contact for:

- Managing the candidate submission, interview and new hire process
- Managing candidate pre-screening process
- Constructing and maintaining vendor list to ensure broad and efficient requirement coverage
- Identifying niche vendors to support specific skills sets
- Providing detailed metrics on vendor performance