

Managed Services

About WOS

Workforce Opportunity Services (WOS) is a 501(c)(3) nonprofit that transforms early career professionals and veterans by cultivating their talents. We connect leading companies with ready-to-work professionals who reflect the diverse communities and customers they serve. Our partners rely on us to recruit, educate and train employees with the highest potential who will remain committed to their work over the long term. We are now expanding our offerings to include additional managed services capabilities.

What is Managed Services?

Managed Services provides the outsourced technical and product support enabling firms to focus on their core business by managing their non-core activities. Trained technical staff can be based on or off-site and provide processing services such as call center, cyber security support, quality assurance (QA), information technology (IT) level 1 support and shared services to name a few. Participants can either work independently or with your organization's own technical staff.



BENEFITS OF MANAGED SERVICES

- **Control Costs**
Converts fixed IT costs into variable costs, allowing for more effective budgeting. In other words, only pay for what you use when you need it. In addition, costs can be reduced via optimized processes and potential wage arbitrage.
- **Reduce Labor Costs**
Hiring and training staff can be very expensive, and temporary employees don't always live up to expectations. Managed Services lets human resources focus on areas where you need them most, primarily in the core business functions.
- **Increase Efficiency and Competitiveness**
Organizations that do all non-core services in-house sometimes have much higher research, development, and implementation time, especially as it relates to IT, hindering productivity in areas that are critical to the core business.
- **Stay Focused on Your Core Business**
Businesses have limited resources, and every manager has a finite amount of time and attention. Managed Services can help businesses stay focused on core services and not get distracted by complex decisions, especially regarding IT.
- **Level the Playing Field**
Managed Services help large companies gain competitive parity, while helping smaller companies gain access to the types of resources they may not typically be able to afford in-house.

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Statistics and Trends



According to a recent Forrester report, the movement toward domestic outsourcing is accelerating as software becomes a key differentiator for American business. "Clients require agility and also lightning-fast time-to-market," the report says, without communication and time-zone hassles. Plus, in India, "prices are inflating, attrition is increasing, and quality is on the decline." Yes, the U.S. labor costs slightly more, but that can be offset by the productivity gains.

The global market for managed services will grow from \$107.17 billion in 2014 to \$193.34 billion by 2019, at a Compound Annual Growth Rate (CAGR) of 12.5%, according to Markets and Markets. North America is expected to be the largest MSP in terms of revenues generated, but Asia-Pacific is expected to emerge as a high-growth market.

According to a Mordor Intelligence forecast, the global managed services market will reach \$229.59 billion by 2020. That's a 10.2% CAGR from \$128.19 billion in 2014. Along similar lines, the 2016 global outsourcing survey by Deloitte revealed that clients now expect enhanced and specialized services from outsourced consultants. More and more businesses that cater to different industries are now opting for outsourcing to offer improved and far better value-added services to clients.

Nearly 59% of IT services have transitioned from the traditional break-fix model to a managed service contract. (Source: Clutch).

WhyWOS?

WOS is a 501(c)(3) non-profit delivering cost effective talent sourcing by creating and managing unique systematic workforce solutions for corporations of any size. WOS' programs are sustainable and long-lasting, and empower underserved populations to climb the ladder of success and achieve financial independence. As such, retention is greater on average than most outsourcers and provisioning talent is in the WOS DNA. Visit wforce.org to learn more.

WOS MANAGED SERVICES OFFERINGS

WOS can implement these managed services so you can better achieve your business goals.

Legacy Software Support

Capabilities that encompass maintenance and development of existing systems as well as optimization of software development.

Software QA

Provide software testing and software quality standardized processes for client company functions.

Call Center

Provide high volume incoming and outgoing call support in a timely and cost-effective manner.

Shared Services

Oversee the execution and the handling of specific operational tasks, such as accounting, human resources, payroll, IT, legal, or compliance.

Claim First Notice of Loss Capture/Claim Inquiry

Provide claim first notice capture and claim inquiry via call center 24 hours-a-day, after hours only, during peak call volume, or when catastrophe strikes.

Help Desk

Provide help desk services for business app and remote desktop support, device management, user access management, etc.

Product Support

Provide information regarding a given product, and help if the product malfunctions.

Cyber Security Monitoring

Provide 24X7 monitoring, alerting when threats occur and handling other cyber security duties as needed.



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