



## **ManpowerGroup Solutions TAPFIN Opens First Managed Service Provider Shared Service Center in Mexico City**

April 17, 2012

MEXICO CITY, April 17, 2012 /PRNewswire/ -- ManpowerGroup (NYSE: MAN) Solutions' Managed Service Provider (MSP), TAPFIN, the world's largest vendor-neutral and hybrid MSP, today announced the opening of the first Shared Service Center (SSC) for Mexico and Central America (MeCA) headquartered in Mexico City, enhancing TAPFIN's ability to provide industry-leading services regionally with consistently high quality and exceptional value.

(Logo: <http://photos.prnewswire.com/prnh/20110330/CG73938LOGO-a>)

"Our clients tell us they want to expand their MSP programs across all of their corporate locations and establishing regional shared service centers is a critical step in our ability to service our global MSP clients," said Kip Wright, Vice President and General Manager of ManpowerGroup Solutions TAPFIN. "This structure enables TAPFIN to be quick to scale and support clients as they bring Latin American countries into their contingent workforce management programs."

The MeCA Shared Service Center is capable of providing support across the entire spectrum of MSP Services. This support will help deliver TAPFIN programs in countries with limited MSP expertise, or where clients' managed spend is relatively small. TAPFIN is revolutionizing the way in which organizations fulfil and manage contingent workforces, working with leading organizations to develop, deploy and enable an integrated approach to analyzing and managing external talent on a global basis.

As part of TAPFIN's evolution, it is expected that SSCs will be made available in all world regions over the course of 2012. Prioritization of SSC rollout to regions will be driven by TAPFIN's strategic global growth plans and the opportunity to immediately provide efficiencies to current programs.

"Our research and conversation with clients indicate that MSP growth in the next three to five years will come largely from emerging markets," said Dana Shaw, Vice President of the MSP Center of Excellence. "The opening of the Shared Service Center provides our clients with more efficient program delivery, as MSP is largely unexplored in the region."

The MeCA Shared Service Center in Mexico City is a prime example of global model with close connections to local requirements, delivered in a consistent framework to exceed client expectations.

"This is an excellent opportunity not only globally, but within this region, as we expand our innovative workforce solutions to anticipate our clients' needs," said Monica Flores, ManpowerGroup MeCA Managing Director. "This TAPFIN service center will allow us to lead the market in high quality delivery in this burgeoning trend of workforce management." Flores is also leading ManpowerGroup Mexico's delegation at the World Economic Forum on Latin America in Puerto Vallarta, Mexico this week to discuss critical regional employment issues.

TAPFIN's success in designing and managing workforce management models is founded on a consultative approach and a one-size-fits-one methodology. TAPFIN understands the complexity and uniqueness of each client, starting with a foundation based on its vast experience which it then tailors to meet specific requirements.

### **About ManpowerGroup Solutions TAPFIN**

TAPFIN is ManpowerGroup Solutions' leading managed service provider (MSP) dedicated to the innovation and delivery of integrated workforce management solutions worldwide. TAPFIN's customized, scalable MSP solutions for contingent and project-based spend are instrumental in driving process, performance and productivity improvements across the client organization, while providing risk mitigation and overall cost reduction. Part of ManpowerGroup™ Solutions, the outsourced services offering from ManpowerGroup, TAPFIN offers a complete suite of workforce management solutions that fully leverages a blend of global expertise and local knowledge. For more information, please visit [www.manpowergroupsolutions.com](http://www.manpowergroupsolutions.com).

### **About ManpowerGroup**

ManpowerGroup™ (NYSE: MAN), the world leader in innovative workforce solutions, creates and delivers high-impact solutions that enable our clients to achieve their business goals and enhance their competitiveness. With over 60 years of experience, our \$22 billion company creates unique time to value through a comprehensive suite of innovative solutions that help clients win in the Human Age. These solutions cover an entire range of talent-driven needs from recruitment and assessment, training and development, and career management, to outsourcing and workforce consulting. ManpowerGroup maintains the world's largest and industry-leading network of nearly 3,800 offices in over 80 countries and territories, generating a dynamic mix of an unmatched global footprint with valuable insight and local expertise to meet the needs of its 400,000 clients per year, across all industry sectors, small and medium-sized enterprises, local, multinational and global companies. By connecting our deep understanding of human potential to the ambitions of clients, ManpowerGroup helps the organizations and individuals we serve achieve more than they imagined — because their success leads to our success. And by creating these powerful connections, we create power that drives organizations forward, accelerates personal success and builds more sustainable communities. We help power the world of work. The ManpowerGroup suite of solutions is offered through ManpowerGroup™ Solutions, Manpower®, Experis™ and Right Management®. Learn more about how the ManpowerGroup can help you win in the Human Age at [www.manpowergroup.com](http://www.manpowergroup.com).

ManpowerGroup is the most trusted brand in the industry, and was once again the only company in our industry to be named to the Ethisphere

Institute's 2012 World's Most Ethical Companies list for our proven commitment to ethical business practices, including an outstanding commitment to ethical leadership, compliance practices and corporate social responsibility.

In January 2011, at the World Economic Forum Annual Meeting in Davos, Switzerland, ManpowerGroup announced the world has entered the Human Age, where talent has replaced capital as the key competitive differentiator. This concept of talentism as the new capitalism continues to resonate and was echoed as a core theme of the 2012 Annual Meeting of the World Economic Forum in Davos. Learn more about this new age at [www.manpowergroup.com/humanage](http://www.manpowergroup.com/humanage).

Gain access to ManpowerGroup's extensive thought leadership papers, annual Talent Shortage surveys and the Manpower Employment Outlook Survey, one of the most trusted indices of employment activity in the world, via the ManpowerGroup World of Work Insight iPad application. This thought leadership app explores the challenges faced by employers navigating the changing world of work and provides in-depth commentary, analysis, insight and advice on strategies for success.

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