

2025

Functional Service Provision

The Smarter, Scalable Workforce Solution for Regulated Industries



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Redefining Workforce Strategy:

What Is an FSP?

A Functional Service Provision (FSP) is a strategic, scalable workforce model designed as a smarter alternative to traditional staffing approaches. Rather than relying on multiple vendors to supply contingent labor to in-house teams, an FSP model provides a single, dedicated partner responsible for the sourcing, management, and delivery of the workforce — all operating within your existing SOPs.

Tailored to your operational needs, an FSP ensures greater consistency, accountability, and efficiency, helping you streamline operations and achieve KPI's while maintaining full compliance and control.

Empowering Operational Agility: How the FSP Model Works

Through our Functional Service Provision (FSP) model, Catalyx deploys expert-led teams directly into your operations, delivering full functional management while you retain strategic oversight. Whether building dedicated teams or consolidating existing staff and vendors, we create a streamlined, flexible workforce solution tailored to your business. Success is measured against pre-defined KPIs, ensuring transparency, accountability, and alignment with your operational and strategic goals—so you get measurable value, not just headcount.

Specialized FSP Roles for Packaging, Manufacturing, Quality & Supply Chain

As a strategic workforce partner, we integrate, lead, and deliver real operational results across critical functions. We provide expert-led FSP programs that seamlessly integrate into the client's operations. Areas of expertise:



Packaging & Manufacturing

- Manufacturing Technicians & Operators
- Product Builders & Inspectors
- Production Supervisors



Quality (QA/QC & Compliance)

- QC Analysts
- QC Chemists
- QA Specialists
- CAPA & Risk Experts
- Regulatory Compliance Leads



Distribution & Supply Chain

- Supply Chain Analysts
- Logistics & Cold Chain Specialists
- Warehouse & Distribution Coordinators
- Procurement Experts

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Why Choose an FSP?

An Integrated and Efficient Approach

Our FSP program streamlines management by providing a single vendor - Catalyx - to oversee all contingent labour resources, driving efficiency and ensuring compliance.

Enhances Flexibility/Scalability

This cost-effective, agile model allows organisations to seamlessly scale their workforce up or down in response to changing production demands.

Cost Savings

Contract labor often comes at a premium compared to permanent salaries. Catalyx helps reduce these costs by transitioning contingent workers into permanent roles—driving both savings and long-term retention.

Increased Retention

We offer resources permanent employment, creating a clear long-term career path instead of short-term assignments. Each employee benefits from a personalized education and development plan to support their growth.



Ensures Compliance

With over 30 years of GMP expertise in regulated environments, we ensure our teams consistently meet the highest quality standards. We take full ownership of training and development, delivering consistent performance across all resources within the program's scope.

Enables Client to Focus on Core Business

Catalyx manages the hiring, performance, and integration within the clients environment — delivering peak efficiency and exceptional results, so you can remain focused on your core business.

Increased Efficiency and Productivity

At Catalyx, we go beyond reducing costs and improving retention by providing the right people with the right skills at the right value. More importantly, we focus on driving efficiency and productivity across our clients' operations. We actively review processes and procedures to identify and eliminate bottlenecks, enabling us to implement the optimal delivery model for each client to increase productivity.

How FSP Compares to Traditional Staffing Models

Traditional Contingent Labor Vs FSP Model

	Catalyx	Temporary labour Staffing
Scalable & Flexible Workforce Both models provide scalability and flexibility. However, traditional staffing models tend to have high turnover.	✓	✓
GMP & Compliance Expertise Catalyx has been providing FSP solutions in GMP environments for 10 years	✓	✗
Badge Transfer Program We seamlessly transition all vendor personnel to Catalyx employees.	✓	✗
Use of Permanent Employees vs Temporary Labour Catalyx offers permanent employment, creating a clear career path - not just a job	✓	✗
Cost-Effective Model A flexible and scalable model with a strong focus on retention—helping to reduce training costs.	✓	✓
On-Going Training and Career Progression All employees report to a dedicated team lead who manages career development	✓	✗
Higher Employee Retention & Engagement Retention and training programs reduce attrition	✓	✗
Seamless Integration with Client Teams Working to your processes and procedures under our direction.	✓	✗
Direct Management & Performance Ownership Accountable for the output of the workforce. Measured under agreed KRIs.	✓	✗



Why Choose Catalyx as Your Service Provider?

Rebadging Programme:

Teams can be newly hired or seamlessly transitioned (rebadged) from existing vendors into permanent roles with Catalyx. This approach ensures workforce continuity and consistency-managed efficiently under a single trusted partner.

Strategic Partnership:

By choosing Catalyx, you're not just getting a service - you're gaining a strategic partner committed to delivering operational excellence, driving workforce retention, and scaling with your business needs globally.

Proven Value & Market Endorsement:

Our client satisfaction speaks for itself - existing FSP partners actively endorse our services to new customers, showcasing the tangible impact of our solutions.

Expert-Led, Quality-Driven GMP Execution:

With deep expertise in GMP environments, we manage and oversee operations to maintain best-in-class quality standards. Our teams consistently exceed KPI targets year-over-year, ensuring compliance, efficiency, and excellence.

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