



MGM National Harbor (2014-Current)

Services: Supplier diversity compliance reporting; Review of legislation and agreements to develop a performance tracking mechanism to be utilized by MGM National Harbor and all its stakeholders; Design and implementation of workflow for data collection, analysis and reporting; Development and implement of a system of records to process high volumes of data; Development and maintenance of a quality control program

Opportunity: MGM Resorts has built a Destination Casino Resort at National Harbor, creating thousands of new, local jobs, providing enormous economic benefits to the region, and specifically to Prince George's County, MD. The Community Benefits Agreement is a comprehensive plan that ensures that citizens of Prince George's County are first in line for the opportunities that will be generated both during the construction phase and after public opening and several goals have been established that are monitored, measured, and reported monthly.

Although MGM had always invested in the communities in which they operated, they understood that the market in Maryland would be different with regards to both the visibility of building a \$1.4 billion destination casino and resort and the level of expectation to bring jobs and business opportunities for local, small, minority and women owned businesses. MGM had aggressive goals from the State of Maryland and Prince George's County and was committed to exceeding those lofty goals by 5%.

MGM National Harbor engaged Laisar for this project because of its extensive expertise in supplier diversity compliance monitoring services for large scale public/private projects.

Challenges: MGM National Harbor understood what it would take in terms of community outreach and engagement and envisioned a clear path towards fulfilling their commitment. To effectively measure their promise, they needed to engage with an Expert Consultant that understood the regulatory requirements, could define a process for the collection of payment data from vendors in the various classifications, provide analysis and develop meaningful reports.

Solutions: Ensure compliance with mandated policy--Laisar gathered requirements via interviews and facilitated working group sessions with all the project stakeholders and analysed the documents that defined the requirements for this engagement. At the end of this review Laisar prepared workflow analysis, use cases, process maps, analysed business impact of service implementation of the newly developed compliance program, and supported business process optimization. Laisar had defined key issues that had to be addressed and resolved.

Identify operational realities responding to policy--Laisar worked closely with both MGM National Harbor and the General Contractor, The Whiting-Turner Contracting Company to analyze resource allocation and alignment. Laisar's deliverables included (i) identifying contributing constituencies, internal and external; (ii) consider intra-organizational lines of authority, (iii) identify the technology that would support operations, and (iv) identify symptoms of potential trouble areas.



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Laisar Project Case Study: MGM National Harbor, Prince George's County, Maryland

Data Collection--A streamlined workflow ensured that over 85% of all active vendors reported their payment information on time

Data Analysis--Laisar developed algorithms to check for accuracy, data integrity and a 24-hour turnaround for thousands of payments from data collection to reports preparation.

About Laisar Management Group

Laisar is a management consulting company based in the State of Maryland, specialized in providing a cohesive, integrated set of management services, strategic business services and solutions with the right mix of information technology tools and communication management methodologies that support organizational strategy and operations.

Laisar's Contract Performance Information Tracking System (CPITS) is a multi-tenant custom web enabled application designed to track contract and payment data from every company (all tiers) associated with a project.

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