

## Case Study: Contingent Workforce Management Implementation and Change Management

### *Client Objective:*

A Fortune 100 company needed to replace both their internally managed vendor management system and an outsourced Managed Service Provider program. The program encompassed over 3,500 contract employees, 180 suppliers, and 40,000 users that span over 14,000 locations. Bartech Workforce Management (BWM) offered a cohesive and centralized contractor acquisition solution.

### *Approach:*

- Executive management sponsorship was gained to obtain program support and ensure compliance.
- BWM developed a comprehensive current state analysis to understand the existing environment and mapped the relationship of existing programs to client legacy systems. BWM also determined the impact of new processes to the overall business entity.
- A plan to implement new processes highlighting significant cost savings and improved productivity, with a streamlined approach to providing and managing contractors, was developed.
- Vendor management software was selected, configured, tested and integrated into client systems.
- Suppliers were screened and registered for participation in the new program. All existing suppliers were enrolled to ensure continuity and plans for future rationalization were developed.
- Effective communication processes were executed to enlist key stakeholders and to ensure buy-in to "sell" the program internally.
- BWM conducted detailed training on the program processes for all client users and for approved suppliers with special attention given to key areas of change, benefits, and compliance.
- BWM identified a skilled program management team with client-specific knowledge that could successfully manage all contractor screening and administration.
- BWM launched all users on a single technology platform, allowing for consistent workflows and enterprise-wide visibility. Dedicated BWM operational staff began to fully support the program.

### *Results:*

- Streamlined processes consistently applied across a large, diverse user and contractor base.
- Managers worked with the BWM operational team to ensure compliance to new policies and processes.
- Suppliers are supported with mentoring and performance feedback, leading to complete spend visibility and the elimination of maverick spend.
- Client is proactively provided with recommendations on continuous process improvements that enhance the change management process.
- Bid process is now competitive resulting in a 6% cost savings and the ability to actively manage margins.