

## Case Study: Contingent Workforce Management Managed Service Provider Program Management

### *Client Objective:*

Our client, a diversified, global power management company with 80,000 employees, required more control over and greater visibility into its labor spend and, improved contingent workforce quality and cost management. Bartech Workforce Management (BWM) was engaged to establish a comprehensive program to support these objectives.

### *Approach:*

- BWM and the client worked together to establish the program goals which included increased HR policy compliance, improved contingent worker quality, consolidated enterprise-wide spend to reduce overall cost, standardized processes to drive consistency and efficiency, consistent supplier management, automated processes, and improved monitoring of the contingent workforce.
- BWM analyzed all current contingent workforce suppliers, client spend data and trends and developed a comprehensive, customized solution for the implementation and deployment of a robust, end-to-end workforce management process.
- BWM on-boarded all pertinent suppliers and administered all contracts and supplier performance management on behalf of the client.
- BWM implemented a web-based, technology-enabled solution encompassing contingent workforce policies, processes, workflow automation tools, supplier management services, rate management practices, and robust reporting capabilities.

### *Results:*

- BWM manages contingent labor spend of approximately \$60 million representing 3,500 contingent workers through a network of 60 suppliers, and over 1,000 hiring managers at 325 locations in five time zones across five corporate business units, on behalf of the client.
- Significant risk mitigation, improved Human Resources policy compliance, and complete contingent labor spend visibility across the enterprise, driven by the use of advanced technology and the application of best in class processes.
- Improved worker quality as a result of competitive and efficient supplier management.
- A 7% annual program savings partly driven by deployment of an end-to-end electronic invoicing process resulting in process savings of over \$1 million annually and full Sarbanes-Oxley compliance.
- A 38% reduction in process cycle timing utilizing Six Sigma methodology.
- Significant process efficiencies that drive down operating costs and continuous process improvements resulting in a more streamlined, user friendly application with reduced user "touch points."