

Case Study

Contract Workforce Re-Engineering

The customer

A major player in the international telecommunications market with an existing RPO relationship

The challenge

- Despite the presence of the RPO provider 66% of the global temporary workforce were 'invisible'
- Due to this invisibility there was a possible overspend in many areas
- Another consequence was potential legal risks in non-compliance

What we did

- Audited contractor population globally
- Defined the future process and introduced a software package to support this
- Set up robust and simple policies, procedures and reporting systems
- Implemented two contractor cost reduction programmes
- Selected temp to perm conversions, or contract termination where no proven value-add
- Contractor market rate re-alignment
- Re-engineered and standardised contract terms and conditions
- Consolidated the invoicing process

What we achieved

- Delivered and managed a controlled, effective, comprehensive and compliant contractor workforce management solution
- Reduced contract numbers from 450 to 220 which reduced annual spend from £34m to £16.5m
- Rate re-alignment achieved annual savings of £880k