

Organizational Profile

A large global, medical technology corporation serving the healthcare industry.

Challenge

The company sought a comprehensive solution to manage its contingent workforce program, which includes a large population of equipment technicians who perform work in client hospitals and several large manufacturing facilities. They had challenges with their current suppliers who were operating as individual Master Vendor programs on-site at each facility.

CASE STUDY

Improving Management of Contingent Workforce Suppliers

Goals

- Reduce risk, reduce cost, and improve service levels by reducing reliance on a single supplier
- Renegotiate supplier contracts
- Improve ROI from contingent labor
- Improve visibility into workforce and forecast future needs

Solution

TAPFIN began by conducting a thorough assessment of the supplier's performance, including an evaluation of existing contracts, performance levels, pricing and processes. After a detailed review with the client, the following actions were taken:

- Redesign the program delivery method, moving from a Master Vendor to a Vendor Neutral solution, allowing other suppliers to competitively bid.
- Renegotiate pricing model

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- Renegotiate cost of background checks
- Identify and establish additional suppliers as needed
- Establish SLA's for time to fill and other best practice performance metrics

Successes

TAPFIN's solutions helped to streamline the client's global operations. Milestones included:

- 6% annual savings on cost of hospital technicians
- 8% annual savings on cost of technicians for manufacturing sites
- 13% improvement in time-to-fill
- Improved quality, turnover and time-to-fill performance
- Reduced risk from reliance on one supplier
- Enterprise-wide visibility into spend with each supplier
- Implementation of a supplier rebate program
- One, simple process for all managers for all types of contingent labor

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project