

PUBLIC SECTOR MSP: Large technology and service firm

The Challenge

A heavy reliance on contingent labor, including information technology, administrative, finance, marketing, human resources and legal, was key to how this technology services firm supported their Federal and State government customers. An extensive internal assessment of their current practices revealed a need for more stringent controls for contingent labor expenditures, particularly structured guidelines, process improvements and most importantly, compliance management. However, with the very intensive manual process and the absence of a single system for tracking contingent labor management, reporting and analysis was challenging. Lacking visibility into the full lifecycle, it was virtually impossible for the client to make strategically sound decisions related to contract labor services, react quickly to new requests or feel confident that compliance requirements were being met.

TAPFIN Solution

TAPFIN was selected to implement its Contingent Workforce Management (CWM) program to oversee the procurement and management of contingent labor for the client's Public Sector division. Employing an ISO-certified quality management system, TAPFIN performed the initial deployment, which included assessing current processes, documenting individual client contract requirements, instituting specialized security measures and subsequently deploying a new VMS technology. Although the initial program was deployed using the client's proprietary software tool, TAPFIN assisted with the design and rollout of a new, user-friendly, web-based VMS tool with extensive client-driven enhancements and customization, reflecting the client's optimized processes and workflows. The TAPFIN team also supported the client's major sites, managing vendor relations, client processes and program administration, while also implementing process consistencies and deploying new standardized processes across all business lines. The TAPFIN team was comprised of an Operations Director, Program Manager and several MSP professionals, all holding the necessary security clearance required by the client. The proven operational processes and skills of the TAPFIN team, coupled with a world class VMS tool, deliver the control and visibility the client required to effectively manage key variable costs and controls.

THIS CLIENT – AND ITS VENDORS – BENEFITED IN MULTIPLE WAYS FROM TAPFIN'S CONSULTATIVE APPROACH, CUSTOMIZED SOLUTIONS AND SUCCESSFUL IMPLEMENTATION OF NEW BUSINESS PROCESSES AND TOOLS.

The Results

This client – and its vendors – benefited in multiple ways from TAPFIN’s consultative approach, customized solutions and successful implementation of new business processes and tools.

- Better informed business decisions due to an enterprise-wide system to track and manage all contingent labor.
- Ability to quickly and efficiently manage communications and operations for business continuity.
 - TAPFIN deployed our disaster recovery plan during Hurricane Sandy allowing the client to quickly move work from affected areas and resources to other parts of the operation.
- New candidate screening process that reduces manager time and improves interview to placement ratios.
- Access to key data, metrics and information on spend.
- Improved consistency and increased savings with formal staff augmentation rate card based on current market conditions.
- Streamlined workflow through automated creation and approval processes business cases for strategic projects and other outsourced services.
- Improved cost controls with a consistent method for managing supplier invoicing.
- Immediate increase in productivity due to shortened procurement and fulfillment cycles.
- Increased contract compliance through verification of individual supplier and client agreements.
- Decreased time outsourcing contract labor management with improved business processes.
- Increased quality through Service Level Agreements for easier tracking of vendor performance.
- Satisfaction of internal risk management requirements, leading to reduced co-employment risks.
- Improved user experience through a custom system for process optimization and automation.
- Increased efficiency by enrolling client’s non-preferred vendors into the CWM program.

Vendor Benefits

- Streamlined workflow with automated system to conduct business.
- Opportunities to capture additional client business, based on performance.
- Increased timeliness and accuracy with electronic timesheet entry and approval.
- Reduced account support costs due to streamlined administrative processes.
- Reduced billing and payment cycles through automation.
- Increased quality through real-time visibility of vendor performance against KPIs.
- Better informed business decisions due to real-time data on contingent labor roster.
- Increased access to enterprise base of requisitions.

Contact us to learn more about how we can help you increase efficiencies and cost savings with Contingent Workforce Management and Services Procurement Management.

About TAPFIN

TAPFIN is a leading managed service provider (MSP) dedicated to the innovation and delivery of integrated workforce management solutions worldwide. TAPFIN’s customized, scalable MSP solutions for contingent and project-based spend are instrumental in driving process, performance and productivity improvements across the client organization, while providing visibility, predictability, risk mitigation and overall cost reduction. Part of ManpowerGroup™ Solutions, the outsourced talent solutions offering from ManpowerGroup, TAPFIN offers a complete suite of workforce management solutions that fully leverages a blend of global expertise and local knowledge. For more information, please visit <http://www.tapfin.com/>.