

# WORKER TRACKING

## Challenge

A global technology and manufacturing company required a comprehensive solution to manage and track all non-employees globally, including identity management through the use of global electronic identification – known as EID. All employees, contingent labor and contract service workers, and independent contractors that have access to their systems and/or facilities are required to have an electronic ID (EID).

The client's project goals included in-depth global analytics/visibility to all non-employees globally – regardless of where they are located – and enhanced performance in the assignment and tracking of workers and EID's. The program also needed to maximize efficiency and surpass set objectives, which included:

- Achieving total sub-contract labor utilization visibility
- Streamlining and rationalizing supplier list of 1900
- Executing and managing hiring process approvals
- Managing supplier and worker on-/off-boarding
- Maintaining contractual and regulatory compliance
- Conducting 17 training sessions across different time zones the week prior to go-live
- Developing training materials, full presentation decks and end-user guides for managers, suppliers and program offices

## Solution

TAPFIN provides full-time management of the worldwide MSP operation to ensure compliance with client-mandated approvals and worker on-/off-boarding requirements.

TAPFIN was selected to implement a global electronic identity management and tracking program to track and assign non-employee workers a unique electronic ID through integration with the client's EID numbering system. TAPFIN implemented the Fieldglass Profile Worker module to secure the required EID and manage the worker ID creation and approval process. This process is also used for workers classified as Subcontract Worker/Agency in countries where the expanded Worker Tracking program is not yet deployed for this classification.

## Program Statistics

- 79 countries
- 13,700+ contractors
- 1900+ suppliers total
- 600+ suppliers in live countries performing on/off boarding of workers

## VMS Technology – Fieldglass

“Together with TAPFIN, we defined and implemented a strategic Profile Worker solution for a global customer. More than 15,000 additional worker profiles in 60 countries are now being tracked in Fieldglass and managed by the TAPFIN MSP program. The combination of TAPFIN's overall global MSP experience, methodical project management and risk compliance, and adherence to customer satisfaction through business intelligence - and Fieldglass' technical integration, reporting and application expertise – provides the company with a new level of visibility as well as proper identification, classification and onboarding of its contract workers across the globe.”

## Countries

- 19 countries with expanded Worker Tracking capabilities: United States, Canada, Mexico, Puerto Rico, United Kingdom, Ireland, Belgium, Germany, Netherlands, Czech Republic, Romania, Switzerland, Italy, France, India, China, Malaysia, Australia, New Zealand
- 60 additional program countries

## Results

TAPFIN's solution helped streamline, manage and track the company's global supplier workforce operations. Milestones included:

- Accelerate onboarding of non-employees, including the EID issuance process, to shorten time to value and productive worker contribution.
- Establishment of a single global governance program for the company's 13,700+ contractors, which were previously managed independently by country staff
- Introduction of a single platform to secure and manage required EID's issued to non-employees
- Client use of EID approval to coordinate the setup of space, equipment, system access, and ID badge
- Worker assignment approvals tracked and managed through the VMS
- Approved supplier list ensuring global compliance with contracts, insurance and other required licenses
- Ability to track contingent workers not associated with a job posting, statement of work or a work order in Fieldglass

## Vendor Benefits

TAPFIN's solution also resulted in significant benefits, including:

- Complete headcount tracking of all non-employees
- Gained visibility to statement of work professionals and independent contractors
- Created standardized process for on-/off-boarding
- Improved visibility and control of labor spend
- Improved workflow and reporting
- Enabled competition to drive improved value (quality, cost, speed)
- Delivered global transparency and visibility of all third-party workers, through categorization, count, type and cost

For more information, visit [tapfin.com](https://tapfin.com).

## 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 resources are instrumental in driving process, performance and productivity improvements across the client organization while providing risk mitigation and overall cost reduction. Part of ManpowerGroup Solutions, the outsourced services offering from ManpowerGroup, TAPFIN offers a complete suite of workforce management solutions that fully leverage a blend of global expertise and local knowledge.