

Client Situation

A large healthcare insurance provider wanted improved speed, quality and efficiency of contingent labor procurement. The desired outcome was better visibility, scalability, control, compliance and cost savings.

CASE STUDY

Scalable Contingent Labor Program Drives Speed, Quality and Efficiency

Solution

TAPFIN, part of ManpowerGroup Solutions, brought together Operations, Solutions and Implementation teams to assess current state and define project scope. Various challenges and business requirements were identified to determine design and implementation strategy for optimal future-state MSP.

TAPFIN used a proprietary process to identify the right software partner to enable process efficiencies. Next, TAPFIN leveraged a variable supply strategy, including existing vendors, to drive more efficient sourcing and cost-optimization strategies. A comprehensive communication and change-management approach ensured appropriate and timely communications were delivered to the right audiences. Finally, TAPFIN provided structured manager and vendor training sessions, as well as ad-hoc, post-launch training sessions.

Results

- Cost savings of more than \$1 million on existing contingent labor spend through lower bill rates and on-going rate negotiations.
- Cost-effective, high-quality sourcing strategy to accommodate a 45% increase in contingent labor volume—with no gaps in support or service.
- Centralized model for immediate visibility, governance and trending of all contingent spend and activity levels by location, vendor, cost center, manager and business unit.
- Governance and controls to ensure compliance requirements are met with auditable and reportable results (tenure, background checks, drug screens).

TAPFIN
ManpowerGroup Solutions

www.manpowergroupsolutions.com