

Contract Labor: Process Transformation



Best-in-Class management practices, deep industry knowledge, and practical implementation transformed contract labor program and produced impressive savings.

18% Savings

THE CHALLENGE

- Growing use of contract labor due to volatile economic conditions and need for flexibility
- Exposure to regulatory risk driving need for more effective contract labor management
- Various manual acquisition processes being used across the enterprise

THE APPROACH

- Develop a Total Cost Management Framework to address sourcing and compliance
- Incorporate a Managed Service Provider (MSP) model
- Build policies and guide book to educate users and mitigate regulatory risks
- Implement consistent acquisition process with standard terms across

THE RESULT

- Annualized savings of 18%
- Single consistent North America process for labor acquisition
- Reduced exposure to regulatory risks
- Fewer suppliers and a reduction in billing complexity
- Greater quality of labor