

HELPING A CLIENT  
GAIN CONTROL  
**OVER THEIR  
CONTRACT  
LABOR SPEND**





**WE ARE NORTH  
AMERICA'S  
LEADING  
PROVIDER OF  
CONTINGENT  
WORKFORCE  
SOLUTIONS.**

We simplify the acquisition of independent contractors and temporary resources, optimize value with vendor management, and provide insights to your current and future contingent spend so you can make better decisions.

One of our clients is a large commercial bank and has 2.4 million personal clients. They called us in because they had a manual process that five people were in charge of, had no control over their company's spending on contracted work, and were left feeling defeated and frustrated.

**Canada**

116 Albert Street,  
Suite 300 Ottawa,  
ON K1P 5G3

**United States**

244 5th Avenue Suite 1460,  
New York, NY 10001

1-855-426-9757

[info@hcmworks.com](mailto:info@hcmworks.com)





## The Problem:

The client had no control over their company's spending on contracted work.

They were dealing with an inefficient manual process that five people were responsible for managing.

### Canada

116 Albert Street,  
Suite 300 Ottawa,  
ON K1P 5G3

### United States

244 5th Avenue Suite 1460,  
New York, NY 10001

1-855-426-9757  
[info@hcmworks.com](mailto:info@hcmworks.com)





We quickly realized the rate card that they had in place was about 35% above the market.

## Our Solution:

- ✓ We helped the CPO build a business case to get executive sponsorship from their president.
- ✓ We scheduled a VMS demo with various software companies to select the best suitable tool for the bank.
- ✓ We built, configured, and tested the VMS tool.
- ✓ We established an official contractor policy, mandating use of preferred vendors and the following of corporate processes/systems.
- ✓ We built a strong process to strengthen the vendor community (14 preferred vendors) to ensure positive fill ratios, negotiated rate cards, cost-effective payrolling for pre-identified candidates/independent contractors, and managed the end-to-end process via VMS.
- ✓ We established a neutral, cost-effective MSP program mandated to migrate spend into the tool, generate savings, and enforce policy compliance.
- ✓ We provided monthly executive reporting, SLAs, and ongoing business reviews.
- ✓ We expanded the program to other categories of spend.

### Canada

116 Albert Street,  
Suite 300 Ottawa,  
ON K1P 5G3

### United States

244 5th Avenue Suite 1460,  
New York, NY 10001

1-855-426-9757

info@hcmworks.com





We also  
implemented a

**10%**

rate reduction  
on non-essential  
resources and  
automatic longevity  
discounts for  
contractors over  
900 hours.

The client realized more than 10% in terms of savings and experienced a 23% reduction in their contract labor costs primarily due to a significant increase in program/rate card compliance and the sourcing processes that were implemented when we went live with the VMS. Currently, 98% of requests are filled by preferred vendors.

We implemented a 10% rate reduction on non-essential resources and automatic longevity discounts for contractors over 900 hours. We were also able to parlay our successes in the contract labor category into a broader mandate to expand the breadth of the program to include additional indirect categories (i.e. consultants, information systems, outsourced labor, SOW, etc.). The general average rate has decreased by 19% and the client reduced their risk in terms of co-employment. The ratio in terms of tenure resource went from 35% to 9%.

The client found tremendous value in engaging us to do the heavy lifting in the contract labor category, given that it was outside of their core competencies. We are now negotiating our third renewal with them and they requested we structure the contract for five years given their true partnership with us.

This achievement was recognized at the  
2014 Procurement Leaders Awards.

**Canada**

116 Albert Street,  
Suite 300 Ottawa,  
ON K1P 5G3

**United States**

244 5th Avenue Suite 1460,  
New York, NY 10001

1-855-426-9757

info@hcmworks.com



HELPING A CLIENT GAIN CONTROL  
OVER THEIR CONTRACT LABOR SPEND



CONTACT US TODAY  
TO FIND OUT MORE  
ABOUT HOW WE  
CAN HELP YOU GAIN  
CONTROL OVER YOUR  
CONTRACT LABOR  
SPEND.

## MITIGATE RISK, REDUCE COSTS, AND MANAGE YOUR CONTINGENT WORKFORCE

HCMWorks is the leader in total workforce management solutions. We simplify the acquisition of independent contractors and temporary resources, optimize value with vendor management, and provide insights to your current and future contingent spend so you can make better decisions. We're the only company in North America that manages non-permanent workers sourced directly and those sourced through staffing vendors.



**1-855-426-9757**



OR VISIT US FOR MORE INFORMATION

**[www.hcmworks.com](http://www.hcmworks.com)**

**Canada**

116 Albert Street,  
Suite 300 Ottawa,  
ON K1P 5G3

**United States**

244 5th Avenue Suite 1460,  
New York, NY 10001

1-855-426-9757

[info@hcmworks.com](mailto:info@hcmworks.com)

