

# DRIVING DIVERSITY AND EFFICIENCY IN A CONTINGENT WORKFORCE PROGRAM

## RESULTS

- **Dramatic Increase in Diversity Spend:**

Tier-2 diversity surged from under 5% to an impressive 55%, far surpassing industry standards and demonstrating a strong commitment to diversity and inclusion.

- **Significant Cost Savings:** Achieved 19% in cost savings through optimized processes and effective supplier management.

- **Reduced Time-to-Fill:** Cut time-to-fill for critical positions by 50%, minimizing workforce disruptions and boosting operational efficiency.

- **Consistent Service Delivery:** Consistently met all service delivery expectations, ensuring smooth operations and high client satisfaction.

- **Full Compliance:** Maintained full compliance with all industry and safety

## BEGINNING STATE

A client in the utility industry, managing a contingent workforce of approximately 250 workers across diverse roles and regions, sought a solution to address critical challenges in compliance, cost control, operational efficiency, and diversity supplier diversity. The reliance on manually updated spreadsheets for workforce management exacerbated these challenges, introducing inefficiencies and increasing risks. Key issues included:

- **Low Diversity Spend:** The client's Tier-2 diversity spend was significantly below industry benchmarks, accounting for less than 5% of the total spend.
- **Inefficient Hiring Processes:** Lengthy onboarding processes and extended time-to-fill for critical positions created workforce disruptions and impacted productivity.
- **Stringent Compliance and Safety Requirements:** The utility industry's strict safety regulations necessitated a robust compliance management framework to mitigate risks, including proper worker classification, documentation, and adherence to evolving labor laws.

- **Inconsistent Processes Across Regions:** Variations in workforce management practices across different regions led to inefficiencies, making it challenging to enforce uniform compliance and operational standards.
- **Lack of Real-Time Visibility:** The client faced difficulties in tracking contingent workforce metrics, compliance adherence, and supplier performance, resulting in reactive rather than proactive management.
- **Operational Inefficiencies:** Manual processes for candidate submissions, approvals, and reporting created bottlenecks, increasing administrative workload and slowing down overall workforce operations.
- **Cost Optimization:** The client needed to reduce contingent workforce costs while maintaining service quality and operational effectiveness.

# UTILITIES CASE STUDY

## THE SOLUTION

Workspend implemented a comprehensive people-first MSP solution, ensuring the client's needs and workforce challenges were at the center of every decision. This collaborative approach emphasized close partnership with the client to co-design a solution that aligned with their strategic goals, operational requirements, and organizational culture. By fostering collaboration, transparency, and shared ownership, Workspend delivered a tailored solution that optimized resource deployment, ensured compliance, and drove supplier diversity. Key components included:

- **Staff Augmentation Management:** Managed the contingent workforce through efficient sourcing, screening, and onboarding.
- **Resource Tracking:** Provided real-time visibility into workforce deployment and utilization.
- **Employer of Record (EoR) and Agent of Record (AoR) Services:** Managed payroll, benefits, and compliance for contingent workers.
- **Supplier Diversification Strategy:** Identified and engaged certified diverse suppliers, driving significant increases Tier-2 diversity spend.
- **Resource Optimization Initiatives:** Streamlined onboarding and accelerated time-to-fill processes designed to accelerate hiring and minimize disruptions.
- **Compliance and Safety Management:** Implemented rigorous processes to ensure full compliance with all relevant safety regulations, including regular audits and training.

## CONCLUSION

Workspend's comprehensive MSP solution successfully addressed the client's challenges, delivering exceptional results in diversity spend, cost savings, time-to-fill, and compliance. The program showcased a strong commitment to diversity and inclusion, while also optimizing efficiency and ensuring operational excellence. This case study highlights Workspend's ability to provide custom solutions that meet the unique needs of the utility industry and drive significant business value for its clients.



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