Establishing Contingent Workforce Visibility in Australia

Through MSP and VMS solutions, KellyOCG® helps an education organisation gain visibility over its contingent workforce, streamline recruitment processes, and achieve cost savings.

THE COMPANY

A leading government-funded vocational education and training provider in Australia.

THE CHALLENGE

Faced with a lack of data clarity and insufficient recruitment processes, the organisation was struggling to gain visibility and control over its contract workforce.

THE SOLUTION

KellyOCG delivered high-quality, cost-effective, and flexible talent solutions through a Managed Service Provider (MSP) program using a Vendor Management System (VMS).

THE RESULT

KellyOCG streamlined recruitment processes and consolidated critical data, which increased visibility over the contingent workforce, drove process efficiencies, and delivered cost savings.

To meet the growing demands for more digital learning opportunities, an Australian vocational education and training provider needed to restructure its workforce in order to evolve the way technical training courses were being delivered.

However, soon after kicking off this major restructuring initiative, it became clear that the organisation's recruitment processes, as well as visibility and control over the contingent workforce, were lacking—and it was driving significant cost inefficiencies.

As part of the Contractor Central system, KellyOCG was selected to take over contingent recruitment management for all sites under the 0007 scheme. This would involve implementing a Managed Service Provider (MSP) program, providing a dedicated on-site team, and launching Fieldglass, an online Vendor Management System (VMS). We would also act as Treasury on behalf of the organisation for all supplier payments for contingent labour.

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Because there was no centralised HR, any existing contingent workforce data was extremely difficult to compile and organise, and near impossible to verify—but the lack of data clarity didn't stop the KellyOCG team. We assessed the data that we did have, ultimately uncovering 787 contingent workers by the time of program go-live. Over the course of additional data mining, we uncovered a total of more than 1,135 contingent workers. Meanwhile, we worked to optimise and standardise existing recruitment activities and processes.

In the end, our partnership provided the organisation with 100% visibility of all contingent labour, which enabled more informed decision-making and approximately $3.11M AUD in yearly cost savings. Additionally, our solution helped to reduce hiring manager time spent on recruitment activities, which resulted in a total savings of $175K AUD over the course of approximately seven months. We also implemented greater control over recruitment processes, provided efficiencies in the invoicing/payment of contractors, and ensured supplier compliance with the program.

Although our teams are no longer needed on-site, we continue to provide comprehensive support and on-going education to our client's team in order to drive continuous program improvement. We leverage our subject matter and process excellence expertise to share best practices on how to handle supplier performance issues, provide guidance as to where to look for difficult-to-fill roles, and ultimately, deliver a better understanding of the recruitment process.

Our Value

INCREASED VISIBILITY & CONTROL	STREAMLINED RECRUITMENT PROCESSES	ONGOING EDUCATION

About KellyOCG

KellyOCG® is the Outsourcing and Consulting Group of workforce solutions provider Kelly Services, Inc. KellyOCG is a global leader in innovative talent management solutions.

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