ENHANCING CONTINGENT LABOR
ACQUISITION PROCESSES FOR IT CLIENT

CLIENT PROFILE
IT client

CHALLENGE
Needed to improve and measure contingent labor acquisition processes.

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One of our IT clients was looking to improve and measure their processes for acquiring new contingent labor, specifically looking at time-to-fill and startsubmittal time. Upon doing a full-scale evaluation, Allegis Global Solutions (AGS) was able to identify multiple gaps within the intake and management process, including suppliers having access to new requests prior to any approvals taken place. Without the managed services (MSP) program office reviewing requests beforehand, it was not guaranteed that proper job templates were being used for positions, as well as other details, including cost elements, market grades, and locations.

SOLUTION

After evaluation, review, and multiple discussions by various stakeholders across both organizations, AGS recommended that system changes be implemented within the vendor management system (VMS). By doing so, suppliers would only have visibility into new requisitions after the program office had reviewed the request with the hiring manager and all subsequent approvals had taken place. This helped to not only confirm the program office had intimate knowledge of all new labor requests, but to ensure the correct job templates, rates, and distribution requirements were being utilized.

Additionally, suppliers and were limited to providing two candidates per open position (down from three), in order to challenge them to provide better, more qualified candidates. Also, as part of our standard annual rate review process, AGS reviewed the existing job template library, suggested new rates, and made recommendations back to the client on any modifications or adjustments needed.

THE RESULTS

By opting to go through the VMS and implementing other system changes, results were noticed immediately. In addition to

reducing time-to-fill from 18.8 days to 17.3 days and start-submittal time from 8.8 days to 7.6 days in just a few months following the changes, visibility into the lowest rate submitted helped to decrease average rates in the candidate pool by more than five percent—providing our client with the ability to find qualified candidates faster and make decisions more efficiently.

In addition to providing better qualified candidates in a timelier manner, AGS was also able to improve assignment quality through the requisition intake process. When tracking worker completion of the first 15 days of an assignment, AGS saw an improvement of over two percent—jumping from 92 percent to more than 94 percent in success rate. Given the solution has allowed for hiring managers to receive more timely solutions and granted the supply base the ability to work more efficiently and effectively on new requests, it is clear that these changes will continue to have a substantial positive impact on key metrics moving forward.

ABOUT ALLEGIS GLOBAL SOLUTIONS
Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses worldwide.

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