



## ONBOARDING **COMPLIANCE**

### **CLIENT PROFILE**

An IT products and services provider

### **CHALLENGE**

To implement a new MSP program with focus on a high touch delivery model and ability to expand globally

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To meet expectations, Allegis Global Solutions (AGS) mandated that all staffing providers who participated in the MSP program selected candidates who met the hiring criteria by proper screening, testing, and verification. Ensuring a timely and complete collection of 12 new hire documents per worker was a challenge.

Furthermore, our program office had to save all new start paperwork on file for 414 contractors on prior assignment start date. The large amount of required documents left a significant gap for non-compliance. Contractor on boarding non-

compliance put our customer at risk to losing revenue on projects in which they are not the end client and risked having contractors on site without proper checks in place.

### **SOLUTION**

Upon completing a spot check audit on a limited sample of new start paperwork, AGS determined it would be necessary to review all documents within the program to guarantee onboarding compliance.

The program office completed AGS' largest customer paperwork audit to date, reviewing more than 4,000 documents for 414 active contingent workers from 41 provider companies. The audit results were used as a performance metric for staffing providers during their review. Non-compliant staffing providers were required to submit a corrective action plan to AGS outlining steps their organization will take in order to ensure that all pre-placement requirements are properly completed prior to a worker starting an assignment.

The overall goal of the onboard audit was to influence staffing provider behaviour to provide clear improvement in not only the responsiveness to the audit but the fulfillment of the preplacement requirements. Following the audit, AGS communicated that future compliance issues would result in suspension or termination from the MSP program.

## RESULTS

- Improved compliance
- Increased diversity
- Decreased time-to-fill

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After our initial audit revealed a compliance rating of 92 percent, AGS' total onboarding audit revealed zero exceptions (non-compliant results) from the 4,968 audited materials. The exercise guaranteed that all necessary paperwork was documented and stored appropriately and it drove staffing suppliers to realize the importance of provided required documentation prior to placing workers onsite. Moreover, validating this information resulted in an extremely positive overall program performance rating of 100 percent.



**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.