



## SIGMA SOLUTION SUCCESS: **SPORTSWEAR RETAIL CLIENT**

### **CLIENT PROFILE**

Sportswear retail client

### **CHALLENGE**

Needed an efficient technology solution to automate their staffing process and supplier management, provide visibility, and streamline processes

### **CHALLENGE**

One of our client's, a popular sportswear retail organization, was seeking an efficient technology solution to automate their staffing processes and improve supplier management strategies. Prior to engaging Allegis Global Solutions (AGS) in 2016, our client was facing various issues, including a lack of record keeping for temporary assignments, limited reporting/visibility, an inconsistent supplier billing process, a discombobulated contractor extension process, and an inefficient time-keeping system.

### **SOLUTION**

To help solve our client's business challenges, AGS implemented SIGMA, our managed services (MSP) solution that couples program management expertise with the fulfillment capabilities of a preferred supplier. To better ensure streamlined processes and create efficiencies for our client, AGS has been able to provide the following:

#### **TRANSPARENT RECORD-KEEPING**

Before AGS, our client was using an applicant tracking system to keep record of temporary assignments, but it only housed partial information. In order to provide our client with a permanent record of assignments, contractor data, spend, and duration, AGS implemented a vendor management system (VMS). Through the VMS, our client now has streamlined access to contractor assignment dates, assignment revisions, requests, approvals, assignment cost/spend, and hours worked during contract, among other items.

#### **DETAILED REPORTING**

Previously, our client had extremely limited reporting capabilities outside of manual data records housed in Excel. Since implementing the VMS, the program office and client can easily

pull a detailed list of all active contractors, their titles, assignment dates, departments they work in, spend to-date, and remaining spend allocated for their contracts.

### CONSISTENT BILLING

Before implementing the VMS, the supplier billing process varied by supplier. Typically, there was a 10 to 21 day delay between the date worked and the date an invoice was generated and uploaded into our client's billing tool, which created a lot of gaps, delays, and billing inaccuracies. To provide our client with a more accurate picture of spend and expected invoices, AGS requested that suppliers provide monthly gaining reports, and partnered with them to shorten billing cycle times.

### RESULTS

- Provided weekly consolidated invoices for client for better visibility into spend, cost, and data via VMS implementation
- Filled more than 230 various positions in less than 5 months
- Improved various processes and increased visibility into contractor/market data

### IMPROVED EXTENSION PROCESS

Prior to implementation, if a manager wanted to extend a temporary worker's assignment, the program office would have to work with the supplier to account for all outstanding invoices to determine the remaining funds from the originally approved contract budget. Afterwards, they would have to work with the hiring manager to determine how many hours the contractor had worked, how many they would expect to work, and the cost to extend their assignment. However, since AGS implemented weekly billing and timesheet data is available via the VMS, the extension review and approval process is now faster and easier to evaluate.

### STREAMLINED TIMEKEEPING

Originally, each supplier had their own tool/system, forcing managers to have to approve time cards in two to three different tools each week. Now, all contractors, regardless of supplier, use the VMS as their timekeeping system to create a smoother process for hiring managers, alleviating time spent on administrative tasks.

### THE RESULTS

Since engaging AGS in 2016, our client has already started to see the positive impacts of engaging an MSP. For example, now that our program office runs weekly consolidated invoices, spend, cost, and invoice data is updated and available within the VMS every five days, which provides much more accurate billing and cost values for our client. Additionally, AGS has placed more than 230 administrative, IT, marketing, and customer service roles since November 2016. Looking forward at our three-year partnership, AGS will continue to look for ways to provide ways to streamline processes via technology, while helping our client grow their contingent workforce capabilities.



#### 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.

