

Case Study:

Automated Managed Staffing Program



CDI implements LiquidMedium® solution to manage vendor-neutral staffing program.

Client Description:

A leading provider of engineering, construction and technical services for public agencies and private sector companies around the world, with over 50,000 employees worldwide.

Background:

Our client had diverse staffing needs, both geographically and across multiple disciplines, prompting them to seek an automated solution for its staffing services. Our client chose to implement a vendor-neutral staffing program and looked to CDI for program administration and end-to-end process management for all staffing across the company and E&C divisions.

Business Issue:

As part of the program, CDI implemented its LiquidMedium® workforce management platform to provide support for 6 prime vendors, over 500 client employees and a contingent workforce of approximately 300 contractors. Through the CDI managed staffing program, our client has realized over one million dollars in hard dollar savings since the inception of the program in 2008.

CDI Solution:

In early 2008, representatives from CDI met with program sponsors from our client to gather requirements for an automated managed staffing program. In a collaborative manner, a framework for a vendor-neutral program was jointly developed that would be built on CDI's software platform, LiquidMedium. Ultimately, CDI's solution would provide our client with timely responses and ensure quality candidates are received by hiring managers.

Specifically, CDI's solution would cover:

- **Electronic Services Procurement:** End-to-end electronic requisition management, candidate vetting, interview coordination, order fulfillment management, supplier coordination and duration management were all implemented within LiquidMedium. To ensure a truly vendor-neutral environment, CDI developed custom metrics to ensure that a level playing field is enjoyed by all program participants. Furthermore, CDI helped our client limit the number of candidates submitted by each vendor and provided for both online interview scheduling and feedback.
- **Systems Integration:** CDI's solution was tightly integrated with our client's Oracle-based human resource system to deliver up-to-date cost center and employee information. Our client realized additional benefits including efficient updates, data quality and integrity and timely user provisioning as hiring managers are added to and removed from the program.
- **Reporting:** Reports were needed to match existing internal processes. These included a detailed report on the progress of each candidate as they advance through the submission pipeline as well as several reports designed to measure the responsiveness of client users as well as vendors. As a result of the flexible solution, CDI was able to match these business requirements with little custom development.

Results:

Over 800 client executives, managers, employees and

contingent workforce members utilize CDI's LiquidMedium solution across North America. The company has seen benefits in areas ranging from improved time to fill rates, improved quality of candidate submission, reduced bill rates and greater success in conversion of contingent workers to full time hires.

- **Cost Savings:** Since solution inception in 2008, our client has realized over a million dollars in savings in contract labor spend due to increased efficiencies in the overall requisition submission and fill process, LOA control, rate management, expense policy control, supplier management and increased manager productivity as a result of reduced cycle times and process. As part of the overall program, our client's accounts payable department was streamlined by reducing the need to review and approve hard copy invoices for payment by implementing a reverse billing process.
- **Financial Management:** The ability for client financial management to instantly report and analyze all costs tracked to appropriate cost centers has supported a variety of decision-making improvements. Additionally, our client took advantage of CDI's modular approach, choosing to leave their existing mechanisms for time and expense capture and invoice management in place and leveraging CDI's platform for the requisitioning and fulfillment aspects of the program.
- **Procurement:** Through effective management of the requisitioning process, our client has confidence that all purchases of contract labor comply with their own internal cost controls and limits of authority. These benefits are further realized in the accurate reporting of bill rates versus spending targets by job category, location, department, manager, business unit or other custom criteria. In addition, the detailed supplier metrics offered by LiquidMedium has led to the departure of some suppliers based on performance.

- **Information Technology:** The LiquidMedium solution is hosted and managed by CDI, requiring only a web browser and Internet connection to securely utilize its benefits. The ease of deployment, flexibility of scale and ease of use frees up our client's IT department to concentrate on other key initiatives, while CDI supports the technology and end user community.

Technologies Used:

CDI's contingency workforce solution has at its core the LiquidMedium web-based platform, which is an end-to-end tool designed to manage all facets of the contingent labor life cycle. LiquidMedium is securely hosted, managed and supported by CDI, freeing the client from the burden of installing new hardware or software. Additionally, since 24/7 support is included with a LiquidMedium engagement, the application requires no additional resources from the client's internal user support structure. Built on proven, widely-deployed open source technologies, the LiquidMedium platform is delivered as a series of stand-alone yet integrated modules that can be rolled out incrementally allowing our customers to engage only those processes that provide the highest ROI and the lowest risk.

As part of the implementation, LiquidMedium securely exchanges data with our client's internal Oracle-based application suite to automatically load users, cost elements and client organizational hierarchy.