Mitigating Concerns for a Global Contingent Program

Background

MASSIVE CONTINGENT HIRING PROGRAM NEEDED GLOBAL CONSISTANCY

Our client is a global technology conglomerate that develops, manufactures and sells networking hardware, telecommunications equipment and other high-technology services and products.

The global Pontoon MSP program has **$2.2B in spend under management** and processes **over 30,000 workers in 18 countries per year**. Global scope includes US, Canada, EMEA, India, and China. **Statement of Work accounts for over 80% of program spend** and includes compliance, worker classification, and RFx bid management. Pontoon also supports with quarterly PO renewals. We operate a 24x5 call center to support the high volume program.

The client's aim was to align their contingent hiring program with internal goals of global consistency, full automation, and process efficiency improvements.

Our Approach

COMBINGING AUTOMATION AND CONSULTATION

To support these global goals, Pontoon focused on 4 key areas: worker classification, worker tenure, call center support, and cost efficiencies. We've developed a fully automated process for their contingent hiring program that is supported by a global and regional joint governance framework.

Worker Classification

To mitigate risk and ensure proper worker classification and correct procurement channels, Pontoon has created an elaborate quality inspection and consultation solution that was implemented globally. Now embedded in the Program Consultant process is 28 key quality checkpoints. Program Consultants follow specific requisition review and consult where needed throughout the quality framework to ensure full classification compliance.

Worker Tenure

To overcome varied regional differences in worker tenure calculations and an outdated manual process, Pontoon middleware was implemented to augment existing technology. The new technology saved considerable time in manual and complex rule calculations, as well as ensured full tenure compliance. Automated reports are delivered to provide global visibility.

Call Center Support

To support an inundated call center, Pontoon focused on understanding key pillars of queries to educate hiring teams, reduce ticket volume, and improve client satisfaction. We collaborated with the client to implement video on demand training, contextual help guides, and consultant to end-user guidance. In addition, we created personalized client dashboards. Cases of concern are now flagged for prompt Root Cause Analysis so the process is continuously corrected and improved.

Cost Efficiency

To optimize costs and enable full bill rate compliance, Pontoon implemented procurement methodologies for supplier rate negotiations and a renewed focus on internal and market rate analysis. A regional market rate comparison solution was implemented for the Program Consultant function to ensure cost efficiency, while market insights have created conservative supplier bidding and higher worker retention. In addition, Pontoon now manages the client's annual worker shutdown initiative – a large scale project that nets considerable savings. This project reach requires efficient management and strict enforcement from the Pontoon team.

Client Results

SIGNIFICANT COST SAVINGS AND RISK MITIGATION

Through a number of process improvements and technology enablers, the Pontoon MSP is now delivering an impressive $2.4M cost savings per quarter. The 2018 global shutdown initiative was extremely successful and achieved nearly $39M in savings. Worker classification and tenure is near perfect in compliance. Support tickets have significantly decreased as the business is more educated about the hiring process and requirements. Bill rates are in line with internal and market numbers. Satisfaction with program service is at an all-time high.

WORKER CLASSIFICATION	WORKER TENURE	CALL CENTER SUPPORT	COST EFFICIENCIES
YoY improvement of 81%	99.99% compliance	40% YoY case reduction	99.4% bill rate compliance
99.6% onboarding compliance	Reduction of 1k man hours per year	94% resolved in 24hrs	$2.4M per quarter in cost savings
		4.8 of 5 star review	$38.9M in shutdown savings

All these improvements have aligned the program to the client's core goals of process efficiency, automation, and global consistency, allowing allows business leaders to focus on their core deliverables.