

Case study: Complex Master Vendor transition

The Client:

A \$16.4 billion healthcare and consumer goods conglomerate with 150 locations across the U.S.

The Challenge:

Rationalize the company's workforce solutions vendor network into one master vendor relationship to streamline processes and generate cost efficiencies across 150 locations and more than 400 assignments in the technical/scientific and administrative/light industrial skill categories.

Strategy/Solution:

This client was experiencing significant organizational change, including consolidation of its vendor relationships across functions as well as a high level of M&A activity. When the client came to Adecco for guidance on how to best transition to a master vendor model, we recommended a three-phased approach.

Phase I: Secured executive sponsorship and worked closely with HR to create new protocols and processes. Implemented a top-down communications strategy to ensure all stakeholders across the organization understood that change was taking place and how it would impact them. Transitioned talent to Adecco from one other main vendor and 15 specialty skills/niche vendors.

Phase II: Adecco recommended implementation of the technology tool during Phase II of the program since the client was undergoing M&A activity and did not want to overburden their users with simultaneous changes.

Phase III: Enhanced the master vendor program to include additional elements such as IT services.

Results/ROI:

- Adecco achieved 100% user adoption of the new master vendor program for the client 3-4 months after launch.
- We are on track to deliver \$3 million in cost savings to the client as a result of focused bill rate, pay rate and overtime management.
- 400+ associates across all skill sets were seamlessly transitioned to the master vendor program.

