



ENERGIZING COST SAVINGS
AND COMPLIANCE



Utility

22,000 Employees

8 Locations

Gas & Electric

Founded 1905

BACKGROUND

Based in San Francisco, the company is one of the largest combination natural gas and electric utilities in the United States. Their primary business is the transmission and delivery of energy, providing natural gas and electric service to approximately 16 million people throughout a 70,000-square-mile service area.

WORKFORCE CHALLENGES

With more than 700 contingent workers (CWs) distributed around the globe, the company needed to streamline their processes, improve visibility and gain greater cost controls. Many of these issues stemmed from the management structure they had in place: a prime vendor model. The company's leadership wanted to eliminate the conflicts of interest that are inherent to a prime vendor model, and move to a vendor-neutral managed services program (MSP).

The program was further complicated by inconsistent on-boarding processes, fragmented billing practices, and lack of oversight into CW tenure and eligibility. To address these issues, the company sought a workforce management partner with the knowledge and resources to provide consultative advice and solutions that would allow them to gain control of their end-to-end workforce practices.

SOLUTION

AgileOne's managed services program and vendor management system (VMS), AccelerationVMS, were implemented to provide both the oversight and technology required to manage the company's entire contingent hiring lifecycle. The addition of AccelerationICC allowed the company to standardize independent contractor (IC) engagement to ensure regulatory compliance, and reduce the legal and financial exposure related to this important talent pool.

CASE STUDY

AllSourcePPS gave company managers the ability to quickly on-board known talent without the cost and employment risk related to hiring these workers directly. Further, the company gained a centralized repository for data and reporting.

RESULTS

Since implementation, the company has reaped significant process efficiencies and cost savings. Converting from a prime vendor to a vendor-neutral MSP model provided the client with more competitive pricing and access to a wider supplier population and candidate pool.

The number of qualified suppliers participating in the program has increased by eight percent. The fill rate for new positions has improved to 99.2 percent. These benchmarks were accomplished by building a strong pipeline of qualified candidates that have resulted in the placement of more than 950 CWs with 100 percent staff retention.

A comprehensive evaluation of the company's IC population ensured that each IC was properly classified, validating that the company was in full compliance with government regulations and employment laws. This, plus the collection and reporting of IC program data, gave company leadership unprecedented visibility into their 1099 and CW population, including spend, diversity, cost, and tenure.

The ability to capture payrolling information provided the client with a centralized repository for data and reporting. Payroll processes were automated, easing the administrative burden on workers and hiring managers. These changes not only improved workflow but resulted in cost savings.

Together, these changes were accomplished while maintaining a high level of satisfaction with program participants. To date, the implementation of these solutions has resulted in over \$4 million dollars in hard cost savings.

About AgileOne

AgileOne's consultative approach solves workforce challenges by combining innovative talent procurement technologies and programs, with experienced industry professionals to deliver a suite of total workforce solutions. We maximize the value of our customers' workforce, decreasing liability and overhead associated with human capital management.

