



Pharmaceutical
39,000+ Employees
21 Countries
Founded in 1876

BACKGROUND

Headquartered in the US, this global pharmaceutical company operates from 21 facilities around the world. Their products are sold in approximately 125 countries and include treatments for oncology, cardiovascular, diabetes, critical care, neuroscience, men's health and musculoskeletal conditions.

WORKFORCE CHALLENGES

Facing a rapid, global expansion and multiple business acquisitions, the company was seeking to improve their workforce management solutions to bring greater flexibility, control and compliance to their growing organization. Their existing vendors lacked the services and technologies needed to effectively manage the complexity of the growth strategy. Employees from recently acquired businesses needed to be assessed and managed in compliance with each country's unique employment laws and assimilated into the overall workforce population. Formal supplier management protocols needed to be established to identify and replace poor performing suppliers throughout the organization.

Further complicating their expansion plans, the company was utilizing a cumbersome, vendor management system (VMS) that was difficult to use and expensive to tailor to their needs. In order to achieve their aggressive business expansion goals, company leaders knew they needed assistance in launching a more robust VMS that could be used in all their operations globally and provide enterprise-wide program data to support their decision making.

SOLUTION

First, the company selected a VMS provider that fulfilled all of their technology requirements. They then executed an exhaustive global RFP process to find an experienced managed services provider (MSP) that could work in concert with their new technology. The company chose AgileOne's vendor-neutral MSP based on its reputation for operational excellence; Staffing Industry Analysts (SIA) had recently ranked AgileOne among the top MSP providers in the industry.

CASE STUDY

AgileOne's team of experienced, on-site professionals was able to quickly assess and support the company's workforce initiatives. This included establishing supplier management protocols and streamlining administrative processes, as well as supervising the use and expansion of the company's chosen VMS tool.

The addition of AgileOne's professional payrolling solution, AllSourcePPS, allowed the company to quickly and easily hire talent to meet their labor needs around the world. By leveraging AllSourcePPS as the employer of record, they were able to seamlessly expand their operations without the cost and employment risk related to hiring these workers directly.

To ensure buy-in with key stakeholders, the AgileOne project management team tailored their implementation plans to meet the needs of the company's day-to-day operations and existing processes. AgileOne's comprehensive, change management strategies ensured a seamless implementation of the new solutions without any interruption in business processes.

RESULTS

AgileOne's enhanced supplier management protocols allowed the company to reduce the number of suppliers participating in the program by 50 percent. This reduction was accomplished by applying performance benchmarks and removing suppliers that did not meet the program's standards. Through supplier optimization the company was able to dramatically improve the quality of both suppliers and candidates.

Further, AgileOne immediately reduced the company's hard costs by five percent by transferring 12 percent of the newly acquired workers into the AllSourcePPS program. The automation of processes and payrolling allowed the company to reduce the administrative burden related to on-boarding, rate cards, invoicing, payrolling and more.

By expanding and optimizing the use of the company's chosen VMS tool, the AgileOne team was able to further streamline administrative tasks for the client's internal staff and provide unprecedented visibility into the company's workforce. This data was instrumental in allowing the company's leaders to better monitor their contingent workers across all skill sets and geographies, resulting in better workforce planning and the ability to forecast labor demands and expenses.

These changes were implemented and managed with minimal interruption of the company's operations. Overall satisfaction for the program is at 100 percent among company staff and stakeholders.

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.

