

## Peopleclick Authoria Case Study: ServiceMaster Cleans Up Its Contingent Spend

*ServiceMaster Gains Spend Visibility and Cost-Savings with Monument Consulting and Peopleclick Authoria*

### ServiceMaster at a Glance

The Company's brands include TruGreen, TruGreen LandCare, Terminix, American Home Shield, ServiceMaster Clean, Merry Maids, Furniture Medic and AmeriSpec.

INDUSTRY:  
Commercial and Residential Services

HEADQUARTERS:  
Memphis, Tennessee

THE SOLUTION:  
A partnership with Monument Consulting and Peopleclick Authoria utilizing the Peopleclick Authoria Vendor Management System (VMS) technology

### The Challenge

ServiceMaster serves residential and commercial customers through a network of over 5,500 company-owned locations and franchised licenses. ServiceMaster serves as a parent company to several, independently run business units comprised of 1200 offices with 3400 hiring managers. This corporate structure contributes to a relatively decentralized staffing model as the business units are practically unrelated. The core services of the company include lawn care and landscape maintenance, termite and pest control, home warranties, disaster response and reconstruction, cleaning and disaster restoration, house cleaning, furniture repair, and home inspection.

Due to the decentralized nature of the business and numerous processes, ServiceMaster had virtually no visibility into contractor usage, volume or spend across their business units. Aligning the business units and creating one funnel of information to gain visibility across all locations was vital to standardizing rates and obtaining a consistent, reduced spend across their network. To accomplish these goals in a timely manner, ServiceMaster promptly began a search for a comprehensive solution, including a web-based, robust tool that was intuitive and user-friendly, enabling managers to quickly ramp up their teams and easily deploy within their business units across the country. Just as important, ServiceMaster also required a solution to help them achieve compliance, holding contractors to consistent pre-employment standards, specifically relating to drug testing and background checks. With the adoption of a new MSP/VMS, implementing a vendor neutral program was paramount to keeping the interaction between vendors and hiring managers flexible and amiable for a seamless rollout with no interruption to the businesses.

**“As we were visiting our high volume users of the system, we were amazed to see what one new user had already accomplished in the system. Her efforts were a compliment to the system and its ease of use in that she was able to do it all, with minimal training, because the system was so intuitive.”**

*— Amy Moen, Talent Acquisition Agency Manager  
ServiceMaster*

### **The Solution**

ServiceMaster trusted the industry expertise of Monument Consulting and through a consultative approach, identified Peopleclick Authoria VMS as the ideal solution to help them meet their program goals. As a speedy rollout was critical to ServiceMaster, Monument Consulting confidently recommended Peopleclick Authoria Project Accelerate for a quick, yet thorough implementation. The signed agreement specifically stated the project had to adhere to the following conditions:

- Seamlessly deploy the program to the field without any interruption to service levels
- Assure 100% adoption of ServiceMaster’s most preferred suppliers
- Acquire hard dollar cost savings on bill rates
- Ensure either status quo or enhanced quality of candidates
- Adhere to an aggressive timeline, without delays, as the timeliness of the project implementation and training of the team was extremely important.

### **The Results**

Utilizing Peopleclick Authoria Project Accelerate, a comprehensive implementation methodology inclusive of logical documentation, webinars, and template training documentation, ServiceMaster deployed their new MSP/VMS solution in a two-phased approach, ahead of their aggressive schedule. Phase One completion occurred at corporate headquarters a mere six weeks after the initial project began. The successful rollout at headquarters compelled ServiceMaster to accelerate the Phase 2 project. Through the dedication, commitment and partnership of ServiceMaster, Monument Consulting and Peopleclick Authoria, the solution was seamlessly implemented in all locations through the entire ServiceMaster network within a three month timeframe.

The Peopleclick Authoria VMS solution quickly proved beneficial and ServiceMaster achieved their targeted goals:

- Within two quarters of implementation, ServiceMaster adapted to a 500% quarter-over-quarter growth in their contingent labor without sacrificing any quality of interaction related to additional wait times or quality of labor. Nobody anticipated that type of growth; yet, Monument Consulting was able to effortlessly manage the growth.
- The visibility gained by implementing the VMS solution in conjunction with the market leading Peopleclick Authoria Business Intelligence and Analytics platform provided ServiceMaster with surprising results. During the first three quarters post implementation, ServiceMaster was able to

determine through measurable reports that their actual estimated spend and contractor count was double their original estimated spend.

- Throughout the entire process, ServiceMaster achieved 100% supplier retention, largely due to an unprecedented client and supplier meet-and-greet aimed to cultivate healthy partnerships by providing a united front with the MSP. This personal touch made staffing providers feel inclusive and an important part of the process.
- Within the first three quarters, the program surpassed expectations netting ServiceMaster an average of 13.50% in hard dollar (bill rate) savings for all new contractors hired through the vendor management system.
- The rollout of the Peopleclick Authoria VMS solution to all hiring managers required minimal training time and achieved maximum adoption.

ServiceMaster is elated with the high degree of success and compliance rates from the user population due to the easily adoptable VMS and MSP solution. The quick deployment of the program was non-disruptive and proved flexible at a time of unexpected exponential growth shortly after implementation. States Amy Moen, Talent Acquisition Agency Manager, ServiceMaster, “A ServiceMaster value is a commitment to innovation. Monument Consulting propels our innovation efforts through the way they look at temporary staffing and staff augmentation. Combined with the partnership with Peopleclick Authoria, we are able to continue to develop better programs, become more innovative — every new project feels like we are becoming bigger, better and faster in what we do.”

### **About Monument Consulting**

After more than 10 years in management consulting and human resources, the founding partners of Monument Consulting decided the traditional model for staffing was outdated and inadequate and began a new and better way to help companies find the best talent quickly and seamlessly, while adding extraordinary value along the way. They approach clients’ needs differently, serving as trusted workforce consultants, who offered expert guidance, creative solutions, and previously unheard of flexibility. This partnership-based approach met with quick success, establishing Monument as one of a new breed of Contingent Labor Workforce Solutions providers that is redefining the industry. Today, Monument is the go-to firm for companies looking for a more effective way to keep pace with their demanding and dynamic staffing and vendor management needs.

### **About Peopleclick Authoria**

Peopleclick Authoria is transforming Talent Management through best-of-breed technology and expertise. With a deep focus on business intelligence and analytics, the Company's technology gives clients the actionable insight required to make strategic decisions that drive better business results. Nearly 60 percent of the Fortune 100 use Peopleclick Authoria Talent Management, Vendor Management and Workforce Compliance and Diversity solutions to manage salaried, hourly and contingent labor across their organization. These solutions manage the entire talent lifecycle from recruiting to onboarding and through the ongoing management of each individual's career while helping organizations measure, analyze and empower their existing workforce. Both founded separately in 1997, the two human capital management companies joined together in 2010 to form Peopleclick Authoria. The Company's solutions currently support more than 2,400 organizations ranging in size from large, global corporations to small and medium-sized businesses in more than 214 countries and territories around the world.



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