

Peopleclick Authoria Case Study: Petro-Canada Reduces Costs Globally with Italic and Peopleclick Authoria

Multi-Currency Visibility and Process Improvements Yield High-Performance Results

Petro-Canada at a Glance

COMPANY:
Petro-Canada, a Suncor Energy
Business.

INDUSTRY: Oil and Gas

HEADQUARTERS:
Calgary, Alberta, Canada

THE SOLUTION:
A partnership with Italic Managed
Solutions (IMS) and Peopleclick
Authoria utilizing the Italic IMS
e-recruitment platform, powered
by Peopleclick Authoria Vendor
Management System (VMS)
technology

The Challenge

Petro-Canada, with approximately 10,000 employees globally and processes in five different currencies, manages over \$100 million a year in contingent spend. The company had limited visibility and control of the resource engagement process for temporary workers due to managing their resourcing efforts through email and manual processes. The high costs of processing visa applications and slow verification processes related to certifications further complicated the process, creating higher than average candidate dropout rates. In addition, time spent continuously tracking down stakeholders throughout the hiring sequence greatly delayed their time to hire.

The Solution

Petro-Canada identified the need for process automation and engaged Italic Managed Solutions, a specialist in VMS technology solutions, to assist them in their selection process. Petro-Canada identified four main areas of critical focus: reducing Contingent Worker Costs, reducing Time to Hire, reducing Transaction Costs and improving Category Management. Based on their objectives, Italic determined Peopleclick Authoria VMS as the best fit for Petro-Canada. With the ability to automate processes, manage approvals, maintain accurate time reporting and manage invoicing, Italic knew the Peopleclick Authoria solution would solve the Petro-Canada areas of concern. Italic also recognized the vendor scorecard offerings and global business intelligence and analytics functionality in multiple currencies as an essential component necessary to provide Petro-Canada with the visibility and high performance results they were looking to achieve.

The Results

With the new Peopleclick Authoria VMS in place, Petro-Canada realizes significant savings and process improvements. The solution provides a single consolidated monthly billing process, access to hundreds of real-time reports, process governance and accountability, electronic time sheeting, travel and expense capture, incentives for the resourcing supply chain, and reduced project delivery risk. Petro-Canada now has the ability to quickly configure different projects or new locations, and ensure localized compliance in each global location. Furthermore, “The system was so intuitive that most individuals and suppliers needed little to no training,” said Simon Woodhouse, Director at Italic.

Through the partnership of Italic and Peopleclick Authoria, Petro-Canada is achieving their core objectives set at the beginning of the project:

- **10% reductions in charge rates for contractor spend** – Automated time and invoicing reduces and eliminates a number of transaction costs. Faster time-to-hire also results in improved cash flow for suppliers, thus reducing their costs.
- **A 61% lead time reduction** – This greatly reduces the amount of time staff spends away from their core day-to-day job responsibilities on resourcing activities. As a direct result, suppliers secure more placements for their efforts which help in negotiating reduced supplier mark-ups— providing a greater satisfaction to both Petro-Canada and their suppliers.
- **A 36% reduction in resourcing overhead transaction costs** – Automation involving approvals and processes for obtaining requirements/purchase orders, online timesheets, and an electronic workflow reduces the number of individuals who spend crucial time on hiring and allows them to focus on their true work role.

“Italic Managed Solutions, utilising the Peopleclick Authoria VMS technology platform as an enabler, have provided us with a one-stop solution to our needs with a fourfold return on investment. Italic have been highly effective in delivering significant process improvements and cost savings throughout our agreement; releasing valuable time back to our core business, incentivising our supply chain partners, providing a step change in reporting capability, delivering to multiple locations using multiple currencies and most importantly ensuring 100% resource delivery across all skill sets.”

*— Cory Thwaites, Team Leader Supply Chain Management
Petro-Canada*

- **A 20% reduction in sales and marketing costs** – Direct access to a diverse supplier base allows for an equal distribution to the supplier market, decreasing time and effort in advertising vacancies.
- **Revenue increases of 18%** – Each retained supplier is increasing their number of placements because of effective resourcing around current and future needs. In turn, this increases the share of overall Petro-Canada resourcing spend for those retained.

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 Acquisition, Talent 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.

About Italic Managed Solutions

Italic Managed Solutions is at the forefront of designing and delivering innovative resourcing solutions to customers on a global basis. Italic specializes in the provision of Resource Process Solutions with a proven global capability in the management of temporary labour from vacancy requisition, hiring, deployment and full ongoing logistics management. As part of the wider Fircroft Group, which delivers over 4500 personnel to a wide variety of sectors globally, our leading edge solutions are founded on decades of experience as one of the most experienced providers in the market. . Italic works in harmony with internal HR teams, supply chain management and suppliers to deliver global resources locally, achieve corporate strategic goals, and attain process controls and financial benefits. By using a low-risk solution framework, Italic ensures business as usual while delivering an average 450% Return on Investment for their clients.

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