

Peopleclick Authoria Case Study: Nationwide Reins in Maverick Spend

Gains Leverage and Visibility into Supply Base While Saving Millions

Nationwide at a Glance

COMPANY:
Nationwide Insurance and
Financial Services

INDUSTRY: Insurance

HEADQUARTERS:
Columbus, Ohio

GOAL:
Find a better way to manage
Nationwide's supplier base and
make sure it gets maximum value
for its dollars.

THE SOLUTION:
Peopleclick Authoria Vendor
Management System (VMS)

SOLUTION DESCRIPTION:
Peopleclick Authoria VMS is a
web-based, enterprise-wide
vendor management system that
automates, tracks and reports on
processes for engaging
contractors and working with
staffing firms. From leveraging
preferred vendor relationships
and negotiating lower rates to
eliminating maverick spending
and managing headcount to
budget, Peopleclick Authoria
VMS helps companies reduce the
cost and increase the quality of
contingent labor.

The Challenge

As one of the largest insurance and financial service companies in the world, Nationwide works diligently to meet the unique needs of their customers. With 80 years of experience, Nationwide is a trusted insurance provider, with customized solutions for corporations and individuals alike. Staffing for growth over the years produced the need to engage contingent workers to fill external consultant positions. These positions range from several different labor categories, so candidate quality qualifications and time-to-fill were crucial for the insurance company.

At one time, Nationwide used more than 100 staffing vendors to provide external consultants. "We realized that our supplier base was getting extremely difficult to manage due to its growing size," said Janis Glick, Manager, SMS External IT Resource Management for Nationwide. "At the same time, the process we had in place was out of control, and we clearly needed a system to manage our supply and purchasing space in a competitive sourcing, best-practice environment."

The insurance powerhouse began searching for a solution that would deliver pricing structures, was flexible, easy-to-use and would clearly display the attributes of potential contractors in their market. Specifically, they needed a system that would consolidate their suppliers into a unified system, distribute detailed analytics, support their business objectives and enable them to evaluate supplier performance.

The Solution

Nationwide's answer was the Peopleclick Authoria Vendor Management System (VMS), which they implemented in 2001. Once installed, the Peopleclick Authoria solution quickly resulted in a substantial financial savings for Nationwide, while improving the quality of contractors and suppliers.

Even though several other firms were evaluated for this project, Glick said that Peopleclick Authoria was chosen because it gave Nationwide the ability to improve multiple components of their contingent workforce strategy. "Before using Peopleclick Authoria VMS, we had no leverage with our suppliers, and no visibility in what our suppliers were doing. Since using the Peopleclick Authoria VMS solution, we have that and much more."

The Results

Glick said that the Peopleclick Authoria VMS solution gave Nationwide the tools to focus on their contingent workforce planning blueprint. Because contingent labor is a large and often uncontrolled expenditure for any company, Nationwide was pleased to have a system that could not only produce higher quality candidates, but also increase supplier competitiveness and lower rates. The solution enabled them to configure which positions they wanted to outsource or keep internal.

Use of the Peopleclick Authoria VMS solution supported a 500 percent increase in the amount of spend under management in just over four years. Peopleclick Authoria VMS provided Nationwide with the

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Nationwide*

necessary business analytics so as the company’s spend increased, it leveraged significant discounts with their vendors resulting in substantial cost savings. Nationwide averaged \$3 million in savings when they first started using the Peopleclick Authoria VMS solution seven years ago. Last year, their savings soared to \$12 million.

As the cost savings for Nationwide dramatically increased, so did the quality of the candidates for their supplier base. Due to this increase in quality performance, Nationwide began an award incentive program for their vendors. Based on a supplier scorecard and performance results derived from data that Peopleclick Authoria VMS provides, Nationwide suppliers are recognized for providing strategic value such as supreme customer satisfaction and quality service delivery. “Our award incentive program is a fantastic way to recognize our suppliers throughout the year, making them realize the true value they add to our company,” added Glick.

Today, Nationwide runs millions of dollars through the Peopleclick Authoria application, and Glick noted that Nationwide is extremely happy with their solution and the support she receives. “The relationship we have with Peopleclick Authoria is amazing, as they are extremely customer-focused. That coupled with their technology focus makes it no surprise they are leading the pack in the industry.”

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. For more information on Peopleclick Authoria, visit www.peopleclickauthoria.com.



Two Hannover Square, 7th Floor
Raleigh, NC 27601
877.820.4400
www.peopleclickauthoria.com