

Case Study: London Borough of Hammersmith & Fulham Uncovers Cost Savings and Gains Control of its Temporary Workforce with Peopleclick Authoria VMS and hyphen Recruitment Outsourcing

LBHF at a Glance

Company:
London Borough of Hammersmith and Fulham (LBHF)

Industry:
Government, London, U.K.

Goal:
To streamline LBHF's contingent labour management process

The Solution:
A partnership with managed service provider, hyphen Recruitment Outsourcing and the Peopleclick Authoria Vendor Management System

Company Profile

The London Borough of Hammersmith and Fulham (LBHF) is recognised as one of London's most forward thinking local government authorities, providing its residents with essential services such as street cleaning, parks and road maintenance, as well as education, environmental planning, health control, business licenses and much more. The council and its workforce are dedicated to providing Hammersmith and Fulham residents with the highest quality service and support.

The Challenge: Control Temporary Staffing Costs

With over 5,000 employees, LBHF strives to put the residents of Hammersmith and Fulham first each and every day. Since the organisation's main objective is to serve the local community, each job role within LBHF is significant, and as a part of the council's strategy to provide effective local services, their temporary workforce plays a key role.

LBHF has critical staffing needs, and when they realise a contract worker is needed, it is extremely important that the position is filled immediately. Previously, when a manager needed to fill a position, they would adhere to their own individual processes to bring the temporary worker onboard, which usually resulted in delays, inconsistent temporary worker rates and no spend control.

"One of our major challenges was tracking our temporary worker rates," added Valerie Ayton, Agency Programme Manager for LBHF. "Our managers were picking up the phone, arranging an interview and hiring temporary workers with various rates. We lacked control over our temporary workforce pool, and we desperately needed help."

With budgets tightening, LBHF knew that this was an area that could potentially provide considerable savings. The council knew a substantial amount of money was spent each year on their temporary workforce; however, they lacked an advanced technology system that could manage the process for them and give them insight and control over their temporary workforce costs.

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The Selection

The organisation began searching for a solution that was easy-to-use, flexible, and could deliver £1 Million of savings in the first year. LBHF reviewed several options, but in the end, decided to engage hyphen, a Managed Service Provider, together with the Peopleclick Authoria Vendor Management System (VMS) for the management of their temporary workers.

LBHF hiring managers use the Peopleclick Authoria VMS software to send job requests to hyphen; next, hyphen posts the job openings to a range of staffing suppliers, distinguishing the best rate available for the position. Using these technologies, LBHF is now able to post job vacancies to the suppliers with ease, obtain CVs for open positions immediately and easily access important information such as timesheets, temporary worker start dates and end dates.

“Since Peopleclick Authoria and hyphen came into the picture, we have been running full-speed ahead with tremendous progress, while bringing LBHF substantial cost savings,” added Valerie. “hyphen, in conjunction with the Peopleclick Authoria technology, was the answer to all of our requirements, and it could also easily integrate into the council’s human resource and financial system.” Since the government authority placed a mandate for the council to transfer all of their technology partners to electronic systems, Valerie commented that this was the next step to begin the partnership with hyphen and Peopleclick Authoria.

Once LBHF began using hyphen and Peopleclick Authoria VMS, they could finally achieve complete insight into the amount of spend they were utilising. Valerie added that the amount of information managers can now obtain about their contract labour and suppliers has gone from 0-to-100 per cent using Peopleclick Authoria VMS.

The Results

The combination of Peopleclick Authoria VMS and hyphen has resulted in over £3.3 Million of savings for LBHF in a three-year time frame. In addition, Valerie commented that LBHF is finally able to identify the quality of their suppliers and have the means to ensure their candidates are meeting all of the necessary requirements, including background and reference checks. “The amount of time these technologies are saving the council is unbelievable,” added Valerie. “We are now able to ensure our quality of standards is being met, and we have created a level of communication with the suppliers that was not there before. Thanks to Peopleclick Authoria and hyphen, we have that now.”

Both LBHF and hyphen use the Peopleclick Authoria Business Intelligence Platform, a component of Peopleclick Authoria VMS, for detailed analytic and reporting capabilities. “Peopleclick Authoria’s reporting gives us a single consolidated view of our contingent labour, which we use for workforce planning purposes,” commented Valerie. “Recently, I urgently needed to know how many contract workers are used when permanent hires are on sick leave,” comment Valerie. “I was able to create a report myself to find reason-of-hire, and I had the data I was looking for in a matter of minutes. The self-service capability of the solution and the visual aspects of the reports are compelling.”

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*- Valerie Ayton,
Agency Programme Manager,
LBHF*

“The Peopleclick Authoria technology is extremely user-friendly and easy to navigate through various systems,” commented Gordon Paterson, Operations Director for hyphen Recruitment Outsourcing. Also, hyphen is able to use the Peopleclick Authoria VMS reporting capabilities to achieve visibility into LBHF’s amount of spend. “Through this partnership, Peopleclick Authoria and hyphen are able to provide visibility, control and improved services to LBHF on a consistent basis,” added Gordon.

Valerie concluded, “In addition to the technology, the managed service offered by hyphen has been exceptional. The on-site team offers LBHF managers the opportunity for a face-to-face relationship with on-going support and expertise. If a manager has questions with elements of the technology, the hyphen team has been there to explain and guide them through the process. The high-touch service, coupled with the technology has been crucial to making this project a success.”

The amount of savings and quality of temporary workers LBHF is receiving has improved considerably. By partnering with Peopleclick Authoria and hyphen, LBHF has reduced their time-to-hire, increased their quality-of-hire, and created a process that is easy and simple to use. “With Peopleclick Authoria and hyphen, we are hiring the best temporary workers available,” added Valerie. “We set goal to save £1 Million a year using these technologies, and we have exceeded our goal, which is extraordinary.”

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.

About hyphen Recruitment Outsourcing

hyphen, part of Spring Group plc, is an industry leading recruitment solutions provider, creating strategic advantage for its clients through a portfolio of services including Recruitment Process Outsourcing and Managed Services. Customers range from small and medium sized enterprises through to global organizations, and operate across financial services, telecommunications, IT services, defence, utilities and the Public Sector.

Spring Group plc (FTSE: SRG) is a thought leader in recruitment and resourcing, with an annual turnover in excess of £500million. The Group comprises several business units—focusing on permanent and temporary recruitment—which specialise in IT, telecommunications, finance, clerical, engineering, HR, supply chain, industrial, and sales & marketing, and across all industry sectors. Spring Group operates in 50 countries from a network of 75 offices in Australia, Belgium, France, Germany, Greece, Italy, Singapore, the UK and the US.

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