



Streamlining the Contingent Labor Workflow in a U.S. City Government IT Department

The Department of Information Technology at a major U.S. city government uses staff augmentation on-demand to support IT projects across the city. The program includes eight vendors, and the department is responsible for maintaining compliance and managing spend across the program.

Due to an agreement with city oversights, contract usage is limited to:

- Short-term assignments (two years), and/or
- Hard-to-recruit technical skills or specialties, and/or
- Urgent need

The department needed to adhere to the agreement, regulatory compliance, contract burn, and budgets across the program. Plus, its stringent hiring process includes a custom scoring system with multiple parties involved. It needed a way to capture each step throughout the contingent labor lifecycle.

THE CHALLENGE

At the beginning of the project, the program was pieced together through multiple systems. It started with an in-house developed system to manage the request process, but that proved to be unsupportable. Moving to a requisition system improved the request workflow for the IT department, but it only managed a portion of the entire program's process.

To augment the gaps left by the requisition system, the department relied on a separate system for timekeeping while communication and documentation was spread across Microsoft Office tools Outlook, Word, and Excel to tie together an end-to-end process.

This reliance on multiple systems for individual pieces of the process resulted in a lack of visibility into citywide usage of the program. There were delays in approvals, invoicing backlogs, and consultants were able to go over burn on their contracts.

THE SOLUTION

Pave Workforce Solutions provides this city government IT department with the visibility it needs to adequately manage its program. The vendor management system (VMS) is a single source, end-to-end solution for managing contingent labor. Once implemented, the department was able to eliminate redundant processes and improve efficiency across the entire program.

Pave implemented a VMS that is configurable, allowing the department to have its scoresheets built directly into the platform through Business Intelligence for interview standardization. With role-based permissions, everyone involved in the process has access only to the information they need.

The solution is vendor-funded, meaning there are no ongoing costs to the IT department for access to the VMS platform.

THE RESULTS

Once implemented, the government IT department saw improvements across the program. Despite a 120% increase in the number of days to receive approval from the city's budget office due to the pandemic, the overall time it takes to request and onboard temporary IT consultants has decreased by 15%. Pave Workforce Solutions helped the department to streamline its process in several areas, including a nearly 100% decrease in the amount of time to submit a request after creating it, and a 30% decrease in the amount of time needed by the contract officer to process the request.

PAVE WORKFORCE SOLUTIONS SAVES TIME:

- **15%** reduction in time to request and onboard staff
- Nearly **100%** reduction in time to submit requests
- **30%** reduction in processing time

With improved visibility, the team is able to get a complete picture of contract usage. All documents were standardized, with identifying contract data entered just once and tracked through the entire term. With several requisition classes that require different sets of capabilities and experience, the department is able to maintain compliance with all documentation on the VMS.

This city government IT department also found it was able to stay on top of contract expirations and funding usage by setting notifications where it needed them. The department was able to reduce the time spent tracking down information for contracts that went over burn, and even pass the responsibility of fixing timesheet errors to its sourcing vendors. With all of the necessary information easily accessible, the department minimized delays to invoicing.

See how Pave Workforce Solutions can help you streamline your contingent workforce program.

***Contact us* for a free diagnostic.**

KEY HIGHLIGHTS

Some highlights of the key results include:

- Enforcing compliance in maximum rates and markups, and mandatory skills
- Monitoring task registrations, expirations, and change orders
- Facilitating citywide compliance regulations
- A reduction in overspending
- More accurate analysis for forecasting, budgeting, and actual spend
- Access to real-time burn rate tracking with timekeeping included
- Reporting drill down available by agency, unit, project, and more
- Citywide consultant rate comparisons
- Improved workflows with templates
- Vendors submit resumes electronically directly to the system
- Automated candidate evaluation

THE RESULTS

Since implementing Pave Workforce Solutions, the company has achieved remarkable improvements across key areas:

1. Compliance Gains

Initially, compliance rates rose to approximately 45%. With additional supplier adoption of the program August 2024, these rates further increased from 68% to 82% within just two months. The automation of compliance for roles such as drivers ensures strict adherence to national DOT standards. Additionally, EHS pre-engagement training has significantly streamlined processes, saving managers up to eight hours for every new hire.

2. Cost Savings

With weekly labor expenditures averaging between \$150,000 and \$200,000, transitioning 40% of off-contract spending into the VMS improved financial tracking and unlocked a significant 15% cost reduction opportunity. This shift has optimized resource allocation and improved financial management across the organization.

3. Operational Efficiency

Consolidated billing revolutionized operational workflows, saving time and reducing administrative burdens in accounts payable. Managers now have instant access to critical policies, detailed reports, and workforce insights through centralized dashboards. This centralized access has empowered leaders to make more informed and timely decisions.

4. Scalable Workforce Management

Managing seasonal surges, which once posed a logistical challenge, is now seamless. With pre-loaded training materials and a streamlined onboarding process, the company has successfully scaled its workforce to meet demand spikes without compromising compliance or operational efficiency.

5. Safety and Credibility:

Pave Workforce Solutions bolstered safety and credibility for the company by ensuring that temporary workers arrive trained and ready to contribute from their first day. This preparedness not only reduces liability risks but also enhances the company's reputation among stakeholders, reinforcing trust and reliability.

LOOKING AHEAD

The construction supplier's partnership with Pave Workforce Solutions has transformed its approach to contingent workforce management, providing the tools, insights, and support needed to drive long-term success. As compliance rates approach 95% and rogue spend continues to decline, the company is setting new standards for efficiency and effectiveness in contingent labor management.

“*Having a partner like Pave Workforce Solutions has made a huge difference. For example, when branch managers need to be added or have questions about temp labor, I can simply CC the team and say, 'Please, handle this one.' Pave Workforce Solutions has essentially taken over managing the temp labor space, which has been phenomenal and has taken a great deal off my plate.*”

- Sydney Ray, Sourcing Manager