

How Boeing's Procurement team cut contingent hiring costs by £100K+ while improving talent quality

The challenge | Controlling contingent workforce costs while securing specialist talent

Across Europe, Boeing and its subsidiaries faced increasing pressure to secure highly specialised contingent talent across Germany, Poland, and Sweden.

At the same time, Procurement teams were dealing with rising contingent workforce costs, inflated supplier margins, and inconsistent delivery performance across recruitment providers.

The existing model was becoming increasingly difficult to scale efficiently.

Procurement faced several growing challenges:

- Difficulty securing niche engineering, IT, and professional services talent
- Rising contingent workforce costs driven by inflated agency margins
- Limited visibility into supplier performance and candidate quality
- Inconsistent hiring outcomes across multiple suppliers
- Pressure to support business growth while reducing workforce spend
- The need to maintain strict compliance, payroll, and security standards across multiple EMEA jurisdictions

While attracting specialist talent remained critical, Procurement also needed a more commercially efficient and operationally scalable approach to contingent workforce management.

They required a sourcing partner capable of improving talent quality, reducing supplier costs, and delivering a consistent end-to-end workforce solution across multiple countries.

The Procurement-Led Solution | Introducing a direct sourcing strategy within the MSP

To regain greater control over contingent workforce costs and supplier performance, Boeing's Procurement team introduced a direct sourcing model within its existing MSP programme. This approach enabled Procurement to reduce reliance on traditional high-margin recruitment agencies while building a more efficient, scalable, and data-driven sourcing capability across Europe.

Working with CXC as the sourcing and workforce infrastructure partner, Procurement implemented a dedicated contingent workforce solution across Germany, Poland, and Sweden.



Key elements of the approach included:**Dedicated talent sourcing function**

A specialist sourcing team aligned to Boeing's contingent workforce requirements across key European markets.

Role qualification and market intelligence

Detailed qualification of every role with hiring managers, supported by real-time market insights on pay rates, candidate availability, and skills shortages before sourcing commenced.

Technology-enabled sourcing

Use of AI-driven search tools, talent pooling, and market intelligence to identify, engage, and screen high-quality candidates faster.

End-to-end workforce management

Management of the full recruitment lifecycle, from sourcing and screening through to onboarding, compliance, payroll, and ongoing workforce support.

Integrated compliance and payroll

Compliant workforce engagement and payroll management across multiple EMEA jurisdictions, ensuring all regulatory, security, and client standards were consistently met.

Centralised workforce delivery

A scalable sourcing framework designed to improve supplier consistency, workforce quality, and cost control across multiple countries and business units.

This model enabled Procurement to build a repeatable and commercially efficient sourcing capability while improving both workforce quality and operational governance.

The results | Better talent, lower supplier costs, faster workforce delivery

With a direct sourcing model embedded into the MSP, Boeing's Procurement team significantly improved contingent workforce outcomes while reducing overall hiring costs.

100+ contingent hires delivered

Procurement successfully supported the engagement of over 100 skilled professionals across multiple European markets and specialist industries.

£100,000+ cost savings achieved

Savings generated by reducing reliance on inflated agency margins and introducing a more commercially efficient direct sourcing strategy.

3:1 CV-to-placement ratio

High-quality candidate shortlists significantly improved workforce delivery efficiency and reduced wasted hiring activity.

Top provider status achieved

CXC became the leading contingent workforce provider within Boeing's programme, maintaining consistent delivery performance across the EMEA region.

Improving workforce efficiency and supplier performance

Beyond direct cost savings, the new sourcing model delivered measurable operational improvements for Procurement, hiring managers, and contingent workers.

Key improvements included:

- Faster access to niche engineering, IT, and professional services talent
- Improved hiring manager experience through a single dedicated sourcing team
- Streamlined onboarding and background screening processes
- Consistent, high-quality candidate experience across multiple markets
- Reduced time-to-hire through proactive talent pooling
- Reliable payroll and compliance management across all regions
- Workforce cost savings and improved supplier efficiency
- Reduced administrative complexity through an integrated end-to-end solution

These improvements enabled Procurement to shift from reactive supplier management to a more strategic and commercially controlled contingent workforce model.

“Since 2022, CXC has established itself as the top provider of contingent workers for Boeing and continues to maintain consistent delivery. This has seen the successful delivery of over approximately 100+ skilled individuals across an array of niche industries, across several countries throughout the EMEA region.”

— Boeing

The impact | Building a scalable contingent workforce strategy across Europe

With a direct sourcing capability embedded into the MSP, Boeing’s Procurement team now has greater control over how contingent talent is sourced, engaged, managed, and costed across Europe.

The model enables Procurement to:

- Reduce dependency on high-margin external agencies
- Improve contingent workforce cost efficiency at scale
- Access specialist skills faster
- Standardise supplier delivery and candidate quality
- Maintain compliance and payroll consistency across multiple regions

Most importantly, it provides a repeatable framework for scaling contingent workforce programmes across multiple countries while supporting Boeing’s ongoing growth across the EMEA region.

Ready to improve your contingent workforce strategy?

If your Procurement team is struggling with rising agency costs, inconsistent supplier performance, or difficulty sourcing niche talent, a direct sourcing model can deliver immediate operational and commercial impact.

CXC helps Procurement teams:

- Build direct sourcing capability within MSP programmes
- Reduce reliance on high-margin agencies
- Improve workforce quality and hiring efficiency
- Standardise supplier performance across regions
- Ensure compliant workforce engagement and payroll management

Speak with our workforce specialists to explore how your Procurement team can build a more efficient and cost-effective contingent workforce model.

Let’s talk

Find out more