

# Compliance risk, margin leakage, no visibility

## How Boeing streamlined contractor management across 8 countries

### The situation | **Spiraling costs. Scattered oversight. Zero visibility.**

Boeing's European operations were battling a familiar but frustrating problem: a fragmented contractor management model. Each region had its own way of doing things, and the cracks were showing.

- Supplier margins were inflated and negotiated in isolation
- Compliance practices varied wildly, creating exposure to legal risk
- Contractor spend lacked visibility, with country-specific contracts blocking a unified view

With no central strategy in place, Boeing was losing out on control, consistency, and cost efficiency, fast.

### The challenge | **8 countries. Dozens of entities. One big compliance headache.**

Boeing's contingent workforce programme was suffering from:

- No consolidated reporting on costs, suppliers, or talent
- Gaps in compliance across countries like Germany, Poland, and Sweden
- Major margin leakage due to inconsistent rates and contracts
- Delays and inefficiencies in onboarding, invoicing, and contractor management

What they needed? A single, regionally aware solution that could tie it all together, without sacrificing local nuance.

### The fix | **A Multi-Country MSP Designed for Complexity**

#### **Rolling out an integrated MSP across Europe & India**

Deployed across Germany, Poland, Sweden (2018), followed by the UK, Netherlands, Switzerland (2020), and India (2022)  
Integrated seamlessly with Beeline for full automation and visibility

#### **Direct sourcing with speed and precision**

Delivered 130+ Global Navigation Analysts in Poland  
Used full assessment centre model—cutting time-to-fill by 35%

#### **Procure-to-Pay | Streamlined and simplified**

One invoice per country/site—replacing scattered, multi-vendor billing  
Centralised time tracking, payroll, onboarding, and invoicing through Beeline

#### **Compliance and governance, baked in**

Quarterly audits of the supply chain by country  
Monthly reporting and workforce planning built around actionable analytics



## The results | Full control, real savings, zero guesswork

KPI	Before MSP	After MSP	What Changed
Countries supported	0	8	Regional model, centrally managed
Contractors managed	Fragmented	800+	Unified through a single provider
Supplier contracts	40+	1	Legal risk and admin cut drastically
Time-to-fill (Poland)	28 days	18 days	Sourcing now 35% faster
Invoicing effort	High-touch	Single invoice	Finance admin cut by 70%
Compliance assurance	Inconsistent	Audited quarterly	Fully compliant by jurisdiction

Other standout wins:

- Onboarding and background checks standardised for better candidate experience
- Dedicated facilitation team boosted hiring manager satisfaction
- 100% on-time contractor payments
- Workforce forecasting and benchmarking now part of monthly reviews

*“CXC are by far the best MSP I work with. We have customers that use different MSP's and none of them come close to the service CXC provide. The quality of CXC's MSP management stands out from all others and is used as a reference of what a good MSP looks like within our company.”*

— MSP Partner

## Boeing's bottom line | Smarter contractor management at scale

Partnering with CXC turned Boeing's contingent workforce from a cost centre into a strategic advantage, one with full visibility, fewer risks, and better results.

### Ready to reduce costs, boost compliance, and take control of your contractor workforce?

Let's talk. We'll help you build a smarter, scalable, and fully compliant workforce model that works across borders.

Let's talk

Find out more