



“With far greater visibility and data about our contingent workforce, we’re more in control, we’ve contained our spend and we’re making better decisions.”

Talent Acquisition Lead, Large Australian Energy Company

At a glance

Challenge

This organisation sought better visibility and reporting across their key workforce metrics, including cost, risk, tenure and supplier governance.

Solution

CXC partnered with this organisation to manage their contingent workforce, in collaboration with a Vendor Management System (VMS), Fieldglass.

Results

By centralising the engagement and management of the contingent workforce, CXC assisted them in achieving significant productivity gains and cost reductions.

Company

This company is Australia’s newest energy provider, and also one of the most experienced. They manufacture and distribute fuel, lubricant, chemical and marine products and bitumen, and are the exclusive licensee of Shell products in Australia.

- **Industry**
Energy
- **Company size**
500-1,000 employees
- **Headquarters**
Melbourne, Australia
- **Founding year**
2014

Background

At the time of engagement, this company’s contingent population totaled just over 100 workers.

This organisation sought better visibility and reporting across their key workforce metrics, including cost, risk, tenure and supplier governance. Some of their key challenges included:

- **Poor reporting** | including the quality and confidence of data. This prevented them from making data-driven decisions. Where they did have reporting in place regarding their contractors, there was little confidence in the data.
- **Increased risk** | due to the lack of data, they were exposed to cost blow-outs, tenure management issues, contractor right-to-work and supplier governance risks.
- **Inconsistencies** | across supplier margins, contractor rates, awards and titles.
- **Manual approach** | They had no technology or central source of worker insights to automate contractor management.

As an innovative and forward-thinking employer, this company sought a way to centralise and streamline the engagement, management & visibility of their contingent workers.



Our solution

CXC partnered with this organisation to manage their contingent workforce, in collaboration with a Vendor Management System, Fieldglass.

Having nominated Fieldglass to centrally manage all parties to their contingent workforce, this client saw CXC as a natural fit – CXC's experience with Fieldglass saw them take the role of implementation partner, enabling them to make the best decisions for achieving more from the vendor management system, their talent partners and their workforce.






Despite a complex relationship between all parties, we expertly managed the model, and assisted them in avoiding the many pitfalls associated with integration and roll-out of new technology.

We applied a consultative approach to uncover any major obstacles in implementation and the management of contract workers, allowing us to deliver a cost effective and results-driven partnership.

In addition, CXC's positive reputation in the market better positioned their employee value proposition to contractors, as they continue to establish their brand with quality contract talent.

Results

By centralising the engagement and management of the contingent workforce, CXC assisted them in achieving significant productivity gains and cost reductions. Now, the client has a far better grasp on the success of their contractors through implementing and tracking critical performance metrics. These metrics include:

-  Better management of their risk profile
-  Consistency of supplier margins
-  Improved governance around approved suppliers
-  Consistency of contractor remuneration, awards and roles
-  Improved visibility of costs, function, tenure and return on investment of their contingent talent

Through a centrally managed contingent workforce strategy, they are now making data-driven contractor decisions, as visibility of their workforce has increased considerably.

"With far greater visibility and data about our contingent workforce, we're more in control, we've contained our spend and we're making better decisions. It means we're onto a good thing".
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What's the next step for you?

CXC can assess your technology to recommend the best solution, whether that's a VMS or working with what you already have. Contact us to find out how.



Contact us

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