

# How an HR team transformed contractor management and **reduced costs by up to 15%**

## The challenge | **Scaling a contingent workforce across Australia**

As renewable energy projects expanded rapidly across Australia, this global renewable energy company increasingly relied on contractors to support project delivery.

For the organisation's HR and Talent Acquisition team, managing this workforce was becoming increasingly complex.

More than 40 contractors were engaged across New South Wales, Queensland, Victoria and Western Australia, supported by a growing network of recruitment suppliers.

While the model enabled rapid hiring, it also created several operational challenges:

- Limited visibility into contractor spend and supplier margins
- Inconsistent supplier rates and overtime management
- High administrative burden managing contracts, invoices, and purchase orders
- Difficulty maintaining oversight of multiple agency suppliers
- Over-reliance on consultancy providers increasing contingent workforce costs
- Limited access to niche renewable energy talent pools

The HR team needed a way to centralise workforce oversight, reduce costs, and simplify supplier management—while still maintaining access to specialist recruitment partners.

## The HR-Led Solution | **Implementing a Managed Service Provider (MSP) workforce model**

To gain greater control over contingent workforce operations, the HR team introduced a hybrid Managed Service Provider (MSP) model.

This approach allowed the organisation to maintain strategic oversight of workforce planning while centralising the operational management of contractors and suppliers.

Working with CXC as the workforce infrastructure partner, the HR team established a programme designed to:

- Simplify supplier management
- improve cost visibility and control
- standardise contractor engagement processes
- and improve access to specialised renewable energy talent

Key components of the programme included:

### Centralised contractor management

A single programme to manage onboarding, compliance, and payment of all contingent workers.

### Vendor-neutral supplier management

Maintaining access to preferred recruitment suppliers while introducing consistent commercial terms and performance management.



#### Direct sourcing capability

Talent pools built using LiveHire to reduce hiring timelines for common renewable energy roles.

#### Standardised workforce cost controls

Introduction of consistent supplier margins, pay rates, per diem policies, and overtime reporting.

#### Improved workforce visibility

Centralised reporting and analytics providing HR with clearer insights into contractor spend, supplier performance, and workforce planning.

#### Global mobility support

Access to international specialist talent where required, including visa sponsorship support.

## The results | **Greater workforce visibility, lower costs and simplified supplier management**

With a centralised workforce programme in place, the HR team gained far greater control over contingent workforce operations.

### 40+ contractors centrally managed

HR now oversees all contingent workers across four Australian states through a single workforce programme.

### Supplier management simplified

The organisation moved from managing 13 recruitment vendors individually to a single centralised programme.

### Up to 15% annual cost savings

Savings achieved through supplier margin optimisation, direct sourcing, and workforce cost controls.

### Bulk purchase order system introduced

Replacing individual contractor POs reduced finance administration and improved workforce forecasting.

## Reducing administrative burden for HR and Finance

Beyond financial savings, the programme significantly streamlined workforce operations.

Key improvements included:

- Reduced time-to-hire through direct sourcing talent pools
- Reduced invoice processing workload for the shared services team
- A single source of truth for time and labour reporting
- Supplier contracts managed centrally, reducing procurement and legal administration
- Standardised contractor pay rates and expense policies
- Greater visibility of overtime and per diem spend
- Improved workforce forecasting and contractor redeployment planning

These improvements enabled the HR team to shift focus from supplier administration to strategic workforce planning.

## The impact | **Enabling scalable workforce growth for renewable energy projects**

With stronger workforce governance and improved cost control, the HR team can now scale contractor hiring more effectively as renewable energy projects expand across Australia.

The programme ensures the organisation can quickly access specialised skills while maintaining financial oversight and operational consistency across projects.

### **Ready to simplify your contingent workforce?**

If your HR team is managing contractors across multiple suppliers, locations and projects, workforce administration can quickly become complex and costly.

CXC helps HR leaders:

- centralise contingent workforce management
- improve visibility of contractor spend
- reduce supplier margins and hiring costs
- access specialised talent faster

**Speak with our workforce specialists to explore how your HR team can build a more efficient and scalable contingent workforce programme.**

[Let's talk](#)

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