



IMPLEMENTATION OF VENDOR MANAGEMENT SYSTEM TO REDUCE ADMINISTRATIVE BURDENS

CASE STUDY

SITUATION

An e-commerce operation using 27 different vendors across 52 sites was using multiple systems to support the hiring and management functions as well as to track time on their contingent workforce:

- **Manual invoice process** – Invoices received and paid among 27 vendors each week. Each invoice would need multiple approvals from financial management and executive leadership. Approvals were often missing and delayed payment.
- **WorkDay used for HRIS and tracking** – Manual process to enter new contractors into HRIS and Identity Management. Often contractors would start an assignment and not have access to email or the network to perform their roles.
- **Manual timekeeping and multiple time collection methods** – There was no standardized system for collecting time of staffing employees. The customer needed to track time worked by cost center. Each supplier would provide their own time sheets to the managers who would then review, then code the time to correct costs centers necessary for the billing of their customers. The managers would then submit the time back to each agency, and upon receipt of the invoice, forward to the accounts payable department for approval and payment. Approximately 20 managers spent on average, 8 hours per week just on the time tracking tasks.

Time spent on Manual Timekeeping Methods

160 Hours per Week X 52 Weeks = 8,320 Hours Annually

Spent on Managing, Tracking and Coding Time Using a Manual Process

Implementation of vendor management system to reduce administrative burdens



SOLUTIONS

- Implemented Vendor Management System (Simple VMS) to improve efficiencies in the administration of supplemental staffing needs.
- Integrated all systems to capture information for the temporary workforce in one place. SAP, WorkDay, Identity Management
- Centralized the timekeeping methods under the VMS. All temporary employees use the clocks configured with the system, and job costing takes place in real time.
- Automated approval workflow. Each requisition routes automatically to the appropriate financial management and executive leadership approvers. Approvals are tracked and notifications sent out for missing approvals.

RESULTS

- Completely automated contractor onboarding. Eliminating entry points into 3 separate systems. Contractors start assignments day one with all credentials to perform their assignments.
- Reduced time of managers manually adjusting time for proper job costing each week.
- Reduced the number of systems requiring access in regards to temporary staffing through integrating with the existing systems in place. All information is visible in one location.
- Streamlined invoice the process, and reduced time and expenses associated with processing over 27 invoices weekly. The customer now pays on one invoice vs 27.

www.simplevms.com

info@simplevms.com

Copyright © 2018 by SimpleVMS SVMS-150-3 R0118