

SUCCESS STORY

Supplier Knowledge Helps to Standardize an Energy Company's Workforce Management

Business Issue

One of the world's largest oil and gas companies had a significant need for contingent workers throughout Mexico. However, the company lacked consistent guidelines and reporting across staffing suppliers. As a result, they had limited visibility into the processes associated with contracting and maintaining their workforce.

The company needed a managed service provider (MSP) with enough expertise and market presence to effectively manage contingent workers and suppliers in 10 locations across Mexico.

Solution

The TAPFIN team worked with the client to conduct a detailed analysis of contingent worker and supplier management processes. Based on the results, the team designed and implemented a supplier program that refined and aligned rate structures, requisition processes and approval levels for engaging suppliers. These guidelines were a direct result of the collaborative effort between the client and TAPFIN.

In addition, the analysis included a supplier optimization process that aligned top-performing suppliers with the company's strategic objectives and open job roles.

Once operating procedures were defined, a bidding process was initiated for contingent staffing suppliers. The request for proposals outlined clear conditions and requirements for working with the client. This included a consistent onboarding process for all new workers and standardization of monthly billing processes, consistent invoicing currency (to account for exchange rate fluctuations) and identification of non-billable items, such as screenings and documentation. The team also introduced a new vendor management system to manage all contingent labor and suppliers.

Finally, the program and technology enabled the delivery of statistical reports included talent-related data such as headcount, spend, due dates, payroll summaries, assignments, program trends, etc.

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Results

From the program's inception, the TAPFIN team has been committed to delivering high-impact results that compound over time due to continuous improvement initiatives. The joint work between TAPFIN and the client resulted in measurable achievements over 4 years of operation, including:

- » Reduction in the suppliers' fees by 5%
- » Aligning the client's payroll management processes with suppliers
- » Implementing consistent billing processes across all suppliers
- » Supplier optimization reduced active suppliers by 60%
- » 100% compliance with the KPIs agreed to with the client