



Global Healthcare

86,000 Employees

59 Locations

Drug Manufacturing

Founded 1891

BACKGROUND

The company global, research-driven, pharmaceutical manufacturer is dedicated to putting patients first. Established in 1891, the company discovers, develops, manufactures and markets vaccines and medicines. It also publishes unbiased health information as a not-for-profit service.

WORKFORCE CHALLENGES

With annual labor spend in the US exceeding \$120 million, this client maintains a large, complex, contingent workforce. Already a long-term customer of AgileOne's managed services program, vendor management software, and statement of work technology, the company was familiar with the quality and results that AgileOne's workforce solutions deliver.

When the client needed a way to manage the risks related to their independent contractors (ICs), they turned to their trusted workforce partner, AgileOne. Executives wanted a program that would first identify this population of workers and provide a standardized approach to vetting and managing them, with minimal disruption to the business operations and relationships. The level of risk, size of the IC population and related spend were largely unknown.

SOLUTION

By implementing AgileOne's independent contractor compliance solution and corresponding technology, AccelerationICC, in concert with the solutions already in place, AgileOne became the single point of contact for all of the company's contingent workforce needs.

CASE STUDY

AgileOne's implementation team conducted a thorough review of the company's current practices related to ICs. Throughout the implementation process, a dedicated team from AgileOne partnered with the client's procurement and human resources contacts to provide industry-tested and best-practice policies for this contingent workforce sector, including drug and background investigation packages, agreement templates, and alternative payment term options.

The team then worked independently to fill in gaps in the client's documentation. These efforts included reaching out to individual workers, hiring managers and company leadership to provide training sessions, explain processes and overcome resistance to program adoption. For users with unique circumstances, AgileOne held meetings to understand specific business needs and ensure compliance while keeping the program's standards in place.

RESULTS

In addition to \$20.7 million in hard cost savings already achieved from utilizing AgileOne's core solutions, the company has also realized soft cost savings through AgileOne's risk mitigation strategies that included audit support and indemnification for all ICs qualified through the program. This marriage of proprietary technology and expert advice allowed for the transition of potentially misclassified contractors to the most appropriate worker classification, providing the company with protection from potential employment audits, fines, penalties and lawsuits related to misclassified contractors.

AgileOne's consultative, high-touch approach resulted in greater internal adoption of the new program and a passing rate of 81 percent of the workers who went through the evaluation process during the first six months. The client was able to gain the protection they needed, while retaining the valuable ICs they rely upon to be successful. The other 19 percent who did not meet IC criteria were enrolled as W-2s in AgileOne's professional payrolling program, allowing the client to maintain these workers in a legally compliant manner.

By implementing an integrated suite of workforce solutions, the company was able to dramatically streamline their administrative processes and gain unprecedented visibility into their entire contingent workforce from temporary workers to ICs. The data gathered from each of these programs gives company leadership a complete picture of projects and spend that drive their business objectives.

About AgileOne

AgileOne's consultative approach solves workforce challenges by combining innovative talent procurement technologies and programs, with experienced industry professionals to deliver a suite of total workforce solutions. We maximize the value of our customers' workforce, decreasing liability and overhead associated with human capital management.

