AgileOne

MSP | VMS | SOW | ICC | PPS

Aviation Industry

80K Employees

11 International Hubs

Founded 1928

BACKGROUND

Boasting over $35 billion in annual revenue, this global airline is a market leader in the aviation industry. The company spends over $200 million in contingent and contract labor to maintain its business operations.

WORKFORCE CHALLENGES

The company was struggling to achieve visibility and consistency into its entire contingent workforce because the management of their workforce was broken into two, separately managed programs; one for IT and the other for non-IT workers. For the IT job categories, a large staffing firm was located on-site and acting as the primary vendor using a third-party vendor management system (VMS). For all of the non-IT job categories, the company ran its own managed services program (MSP), led by one of the company's subsidiary organizations.

Between the two programs there were disparate processes and varying standards for managing suppliers. This gave the company little insight into the total number of active suppliers or the metrics related to their performance. Moreover, there was no single technology in place to manage the company's end-to-end workforce processes or provide enterprise-wide program visibility.

SOLUTION

In order to bring both programs under one roof and provide tighter controls around the unified program, the company chose to implement several of AgileOne's awardwinning solutions. This included AgileOne's vendor-neutral managed services program AllSourceMSP, payrolling services through AllSourcePPS, and proprietary vendor management software through AccelerationVMS. By combining the services and technology of one provider, the company experienced a seamless implementation process, better end-user experience with the technology and faster program adoption.

To ensure success, AgileOne carefully architected an implementation and change management process that included internal and external communication strategies to ensure that all of the stakeholders were on board with the new program. The implementation team took into consideration all of the legal, technology and supplier management requirements that were unique to the company's business environment. As a result, the team successfully managed the multiple technology interfaces that were required to accommodate Transportation Security Administration (TSA) watch list and other onboarding requirements. To ensure a smooth transition and maximize cost containment, AgileOne retained outside counsel that specialized in international law to manage contract negotiations with off-shore vendors.

Due to AglieOne's successful implementation and management, the airline is now looking to expand the scope of program to include several of its subsidiaries and incorporate additional AgileOne solutions including independent contractor (IC) and statement of work (SOW) management through AccelerationICC and AccelerationSOW.

RESULTS

AgileOne's onsite AllSourceMSP team has significantly improved candidate quality by providing pre-screening services and candidate evaluations. The team provides ongoing support for the program including AccelerationVMS management, issue resolution and user training. From a technology perspective, the program is now more streamlined through the automation of all processes such as requisitions, approvals, on-boarding and invoicing.

By implementing the right processes and technologies, AgileOne has successfully consolidated the two programs into one, giving the company unprecedented visibility and control. Through supplier optimization, rate standardization, reduction of rogue spend and the establishment of rigorous supplier performance scorecards, AgileOne has saved the company approximately $7 million in spend and improved overall supplier performance. By adding specialized and niche suppliers to the network to source "hard-to-fill" positions, fill rates rose to over 93 percent and client satisfaction is now at 95 percent.

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.

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