

HUDSON RPO

An MSP partner success story



THE CHALLENGE

One of Australia's leading gaming & entertainment organisations depends on its contingent workforce to augment its 3,000 plus employee base. Their key challenges included:

- Lack of transparency in contingent workforce spend
- Over reliance on agencies and limited governance on engagement of new suppliers (over 50 individually managed)
- No visibility of contingent workforce; tenure, number, rates, agency margins
- Inconsistent hiring manager and contractor experience
- Lack of centralised governance on capability of contractor hires, pay rates, tenure of contractors and agency margins agreed to.

THE SOLUTION

Hudson RPO was appointed to transform the way our client recruited, onboarded, managed, redeployed and offboarded their contingent labour. Using a tailored approach, in collaboration with the client, Hudson RPO initially chose Beeline, a leading independent provider of technology solutions for sourcing and managing the extended workforce. After a successful three-year partnership, Hudson RPO identified that further process efficiencies and cost reduction would be possible by leveraging the client's existing ATS, thereby having one platform for all their talent needs. The change from a decentralised, hiring manager led model to a centralised MSP model had multiple benefits:

- rationalising suppliers significantly
- mitigating compliance risks
- ensuring a consistent supply of high-quality contingent talent and redeployment of existing contractors to retain IP
- simplifying workflows and eliminating redundant manual tasks
- providing necessary reports and analytics to facilitate better workforce planning decisions.

THE PROCESS

Working closely with the client's P&C and Technology stakeholders, we delivered a highly complex implementation program which was completed on time and within budget. The project was managed collaboratively between the client and Hudson RPO project and change managers to ensure a seamless transition for the team, hiring managers and contractors. The implementation project was managed 100% remotely during the height of COVID-19.



THE RESULT

This client's MSP solution continues to deliver significant financial and process efficiency benefits to both hiring managers and contractors through the centralisation of all contingent workforce recruitment, payrolling, and management via our dedicated onsite MSP team.

Among these benefits, some highlights include:



Significant cost savings from improved contractual terms in supplier agreements (more than 384,000 AUD in the first six months), market competitive rate cards established for all roles and the introduction of tenure discounts for all suppliers capping the fees at 12 months



Reduction in third party supplier list from 50 to 23



Have moved from 30% direct hires to 75% of roles filled by onsite team in 3 years



Heavy reduction in hiring manager time approving timesheets in multiple supplier portals to one Hudson RPO timesheet portal for all contractor engagements



Robust compliance and governance framework on engaging preferred suppliers and hiring within agreed rate card ranges



Consistent, positive experience for all contractors across full recruitment lifecycle



Greatly enhanced reporting capabilities



Significant increase in redeployment of contractors, thereby retaining IP and faster time to fill