

# CWM: International Telecom Company



## Business Issue

An international telecommunications provider of wireless, voice, messaging and high-speed data services was experiencing international growth that triggered a rapid build-up in contingent staffing across numerous operations causing costs to out pace revenue in certain labor markets. They began looking for a partner to help reduce costs and administrative expenses.

To help convert the revenue growth into profit, the company needed to reduce costs and administrative expenses associated with a burdensome contract labor process.

They needed proven solutions to:

- Reduce the vendor pool
- Minimize co-employment risks
- Increase contract compliance
- Reduce process liability
- Measure vendor performance

## Solution

The client decided to partner with TAPFIN. After a thorough evaluation of current client processes and goals, TAPFIN utilized its comprehensive library of industry best practices to build a custom solution to meet the client's objectives. The Contingent Workforce Management (CWM) and Independent Contractor Management (ICM) teams went to work standardizing rates and procedures, automating time-intensive processes, and consolidating invoices to shorten fulfillment cycles and increase productivity.

TAPFIN worked with more than 60 vendors to add all existing consultants onto the system, verifying the accuracy of all information. TAPFIN also assisted the client in hiring an additional 260+ consultants to support more than 65 projects in less than nine months. Based on superb implementation and client satisfaction, the company subsequently awarded TAPFIN the remaining divisions. In the first year, TAPFIN was able to generate savings of approximately 40% over the previous year.

## Results

Client benefits included:

- 40 percent cost savings from the previous year
- Consolidated all vendors and contractors into one system
- Hired over 260 additional consultants in less than nine months
- Significantly shortened both procurement and fulfillment cycles
- Seamlessly integrated IC management resulting in increased efficiency and reduced costs

Partnering with TAPFIN realized sizable contract labor process savings for THE client—a major international telecom, internet and wireless provider.

