

Thought Leadership Series

Take Your Program to the Next Level by Building a Plan for Continuous Improvement

Moderator:

Stephen Clancy, *Director of Contingent Workforce Strategy and Research*,
Staffing Industry Analysts

Guest Speakers:

Arjun Dutt, *Business Intelligence Solutions*, Fieldglass

Mark Johnson, *Talent Acquisition Business Leader*, VISA

Dave Kain, *Director, Global Sourcing*, Thomson Reuters

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Thought Leadership Series

Welcome to the Staffing Industry Analysts 2012
Industry Thought Leadership Series

Suppliers Of Staffing Services Share Their Expertise

The Staffing Industry Analysts Industry Thought Leadership Series provides the perspective of the suppliers of staffing services.

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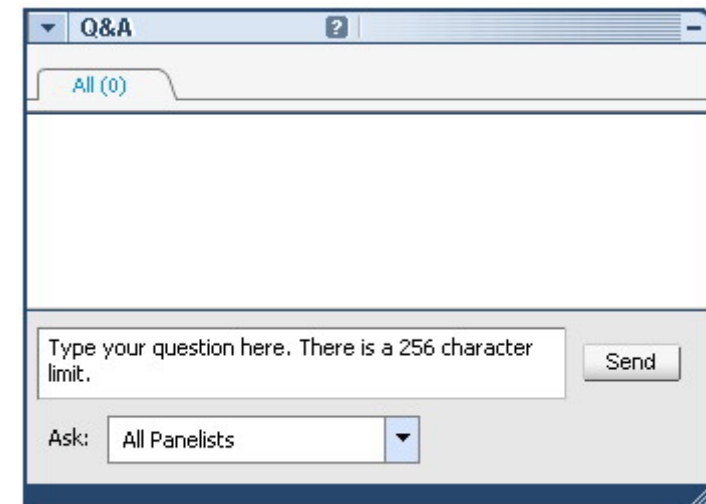


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- **Slides:** Copies of the slides used will be distributed to all attendees within 24 hours following the webinar
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Q&A icon



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Slides and Replays

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Staffing Industry Analysts is the global advisor on contingent work

- **Over 700 firms benefit from our international research services**
 - 19 of the worlds 25 largest staffing firms are members
 - More than 55 Buyers of contingent labor are members of our CWS Council, representing over \$100 billion in annual contingent workforce spend
 - Customers in more than 25 countries
- **Founded in 1989**
 - Acquired by Crain Communications (\$200M media conglomerate) in 2008
 - Headquartered in Mountain View, California and London, England
 - 80+ years of industry and advisory service experience among executive team



CONFERENCES



RESEARCH



ADVISORY







Hotel Lancaster 15-16 May 2012



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Where: San Diego Hilton Bayfront San Diego, CA



 2012 CW RISK
FORUM

September 18-19, 2012

 2012 CWS SUMMIT
SAN DIEGO

September 20-21, 2012

Our Speakers Today

Guest Speakers:



Arjun Dutt,
Business Intelligence
Solutions,
Fieldglass



Mark Johnson,
Talent
Acquisition
Business Leader,
VISA



Dave Kain,
Director, Global Sourcing,
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Fieldglass Overview



Unified Platform for the Enterprise

SaaS technology to manage Contingent + SOW + Outsourced services.

Largest Customer Base – 170 companies

\$16B in global spend. SOW spend leader.

Market Leader

Ranked #1 VMS solution by spend and customer satisfaction (Staffing Industry Analysts – VMS & MSP Industry Landscape Report).

Global Footprint

Deployed in 78 countries. Global customer & partner community. Office locations in U.S., U.K., Australia, India

WHAT IS CONTINUOUS IMPROVEMENT?



Mark Johnson



Dave Kain



THOMSON REUTERS

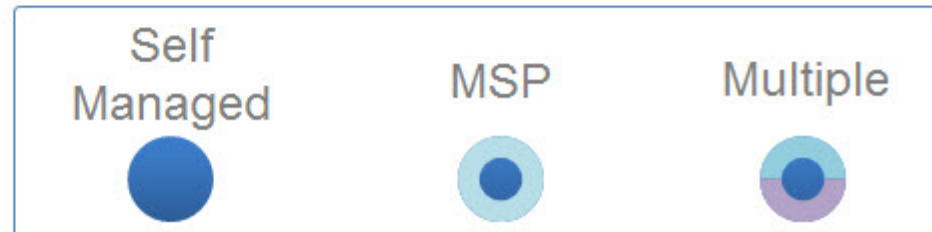
Spend

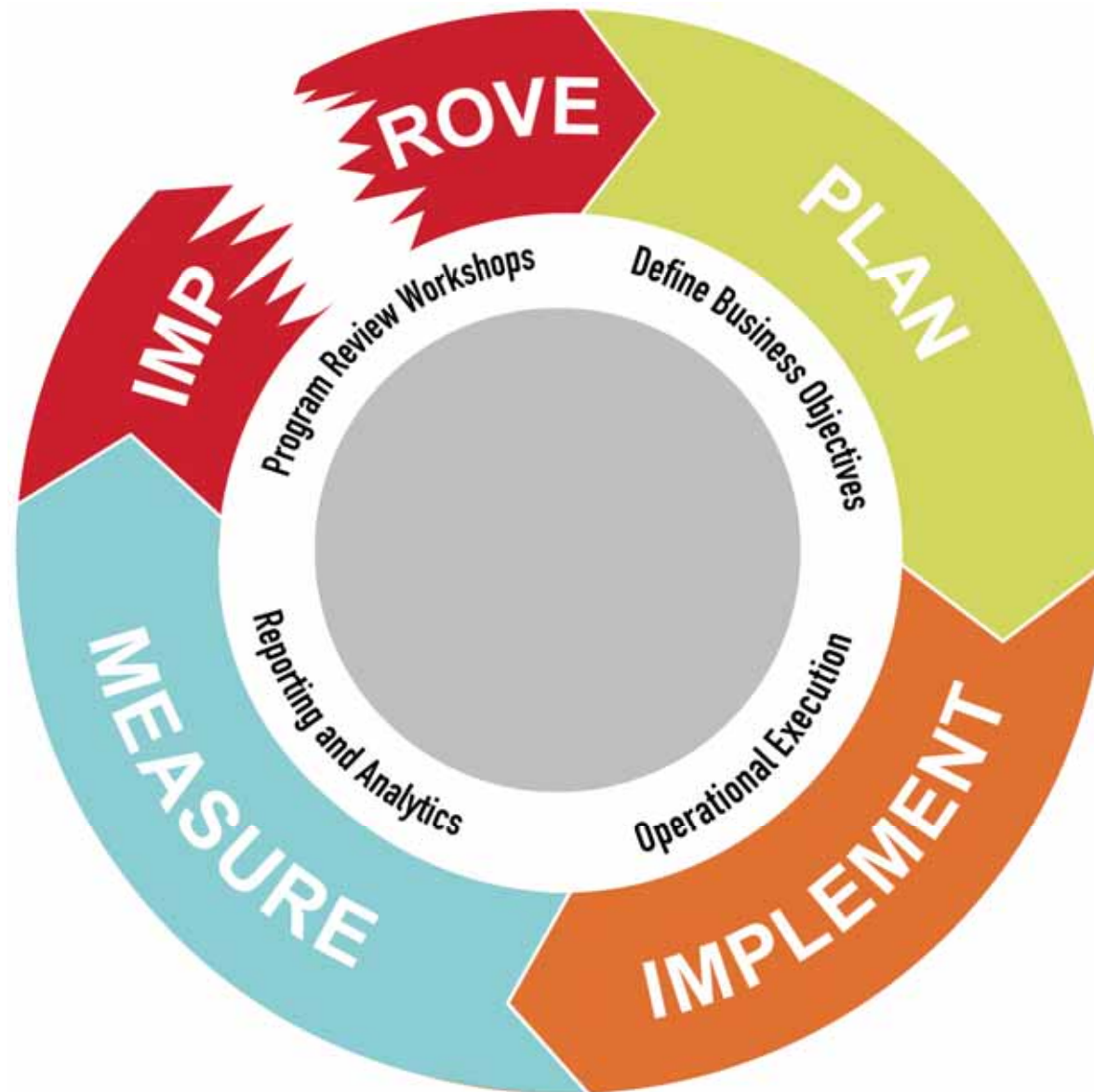


Global

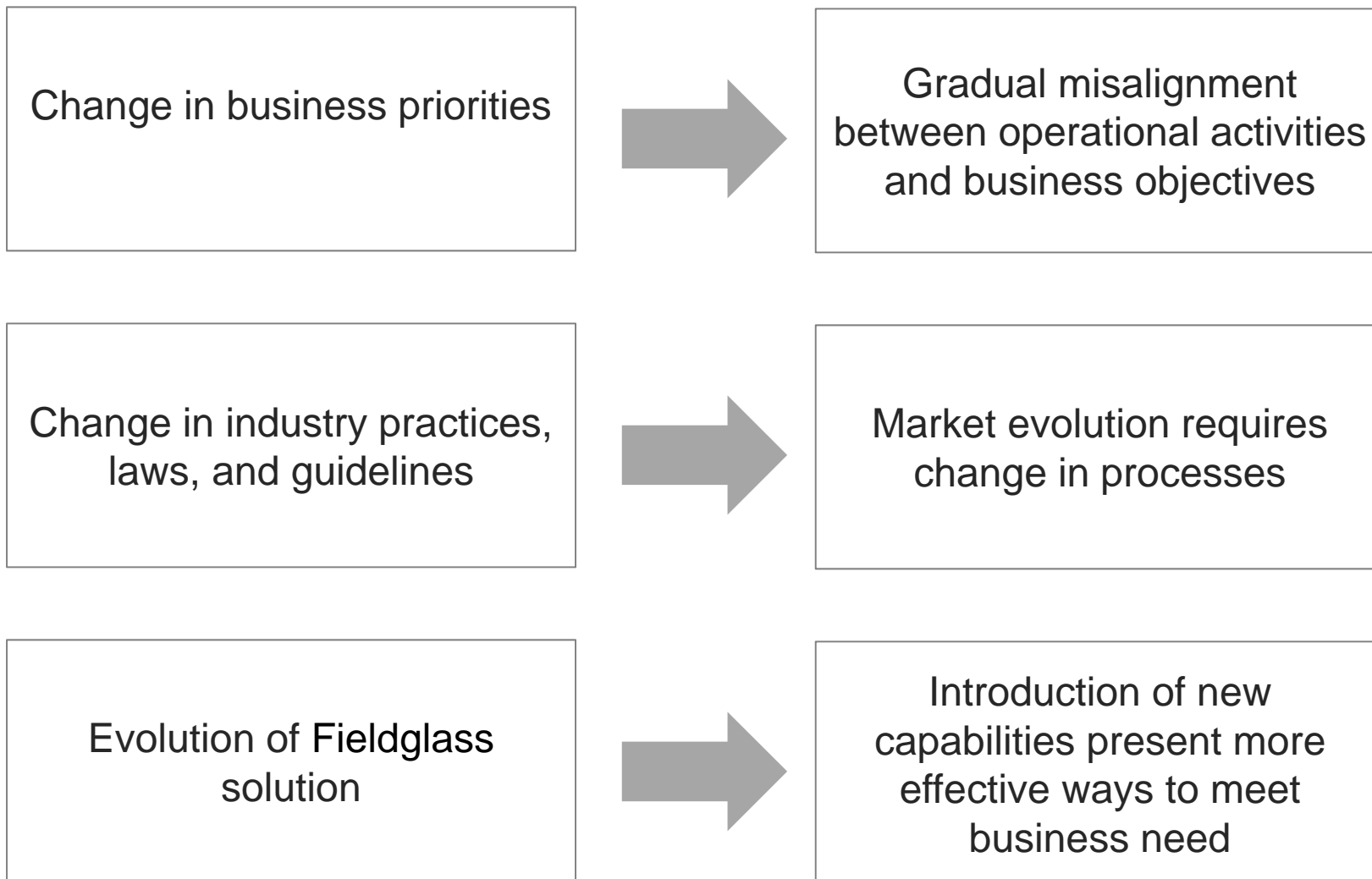


Program





Common Barriers



Poll Question

Which common barrier have you encountered or are likely to encounter?

- a. Change in business priorities
- b. Change in industry practices, laws and guidelines
- c. Evolution of technology
- d. Other

CONTINUOUS IMPROVEMENT MAP



Business Intelligence

Rate Management

Supplier Management



----- Requisition to Payment ----->

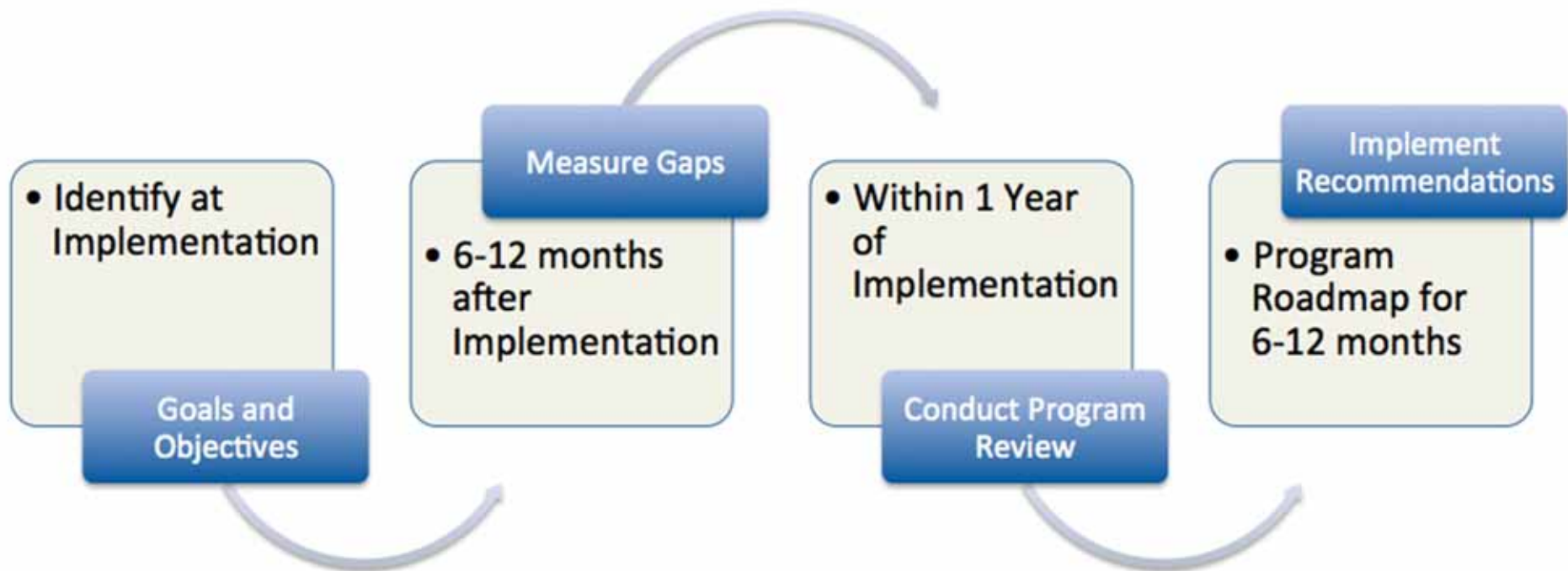
Poll Question

Have you been through a structural review of your program?




- a. Yes
- b. No
- c. Sort of

a
structured approach
for
continuous improvement

PATH TO CONTINUOUS IMPROVEMENT



PANELIST PROGRAM SUMMARY

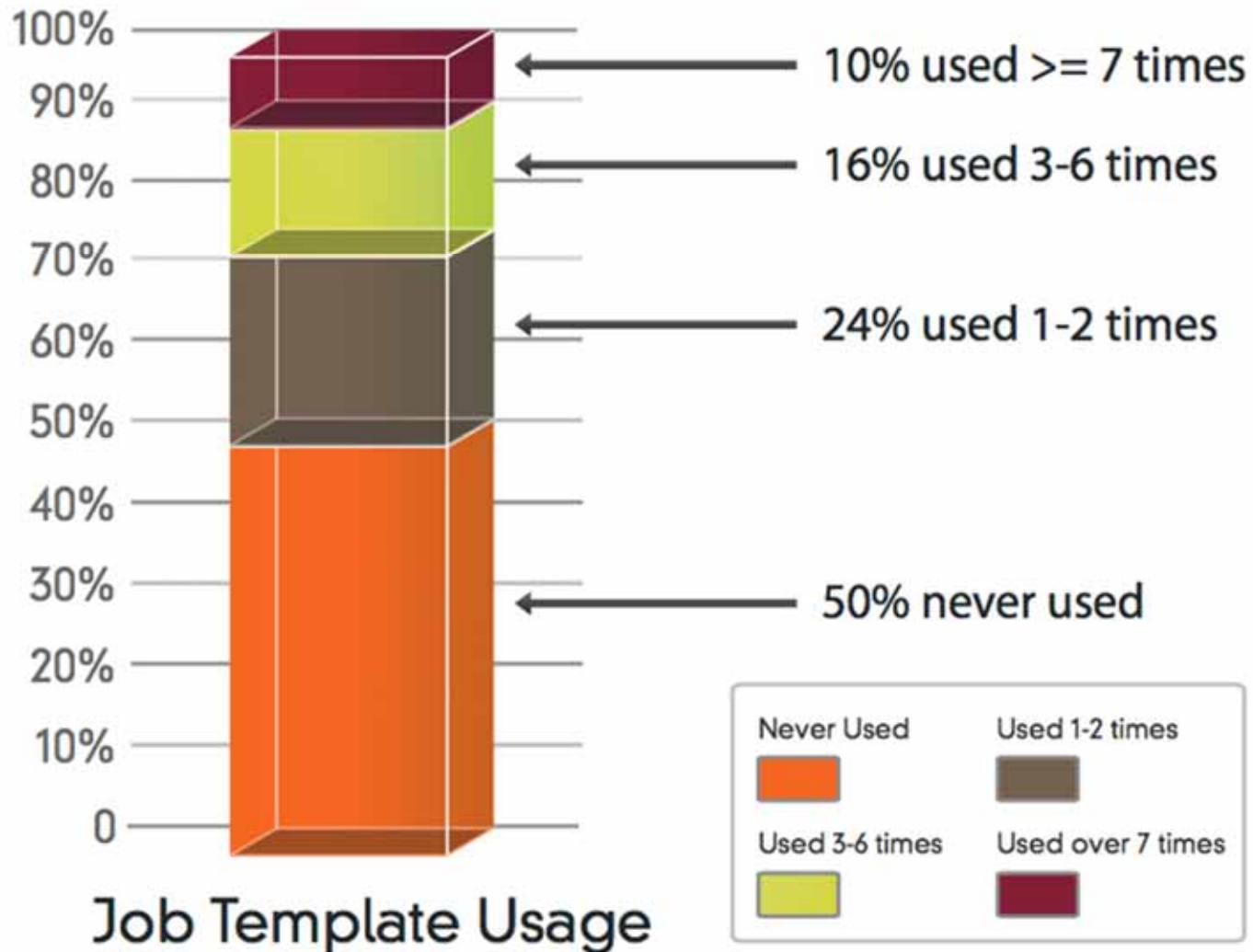
Program	Measurement
Visa Program Review	
Thomson Reuters Program Review – Year 1	
Thomson Reuters Program Review – Year 2	



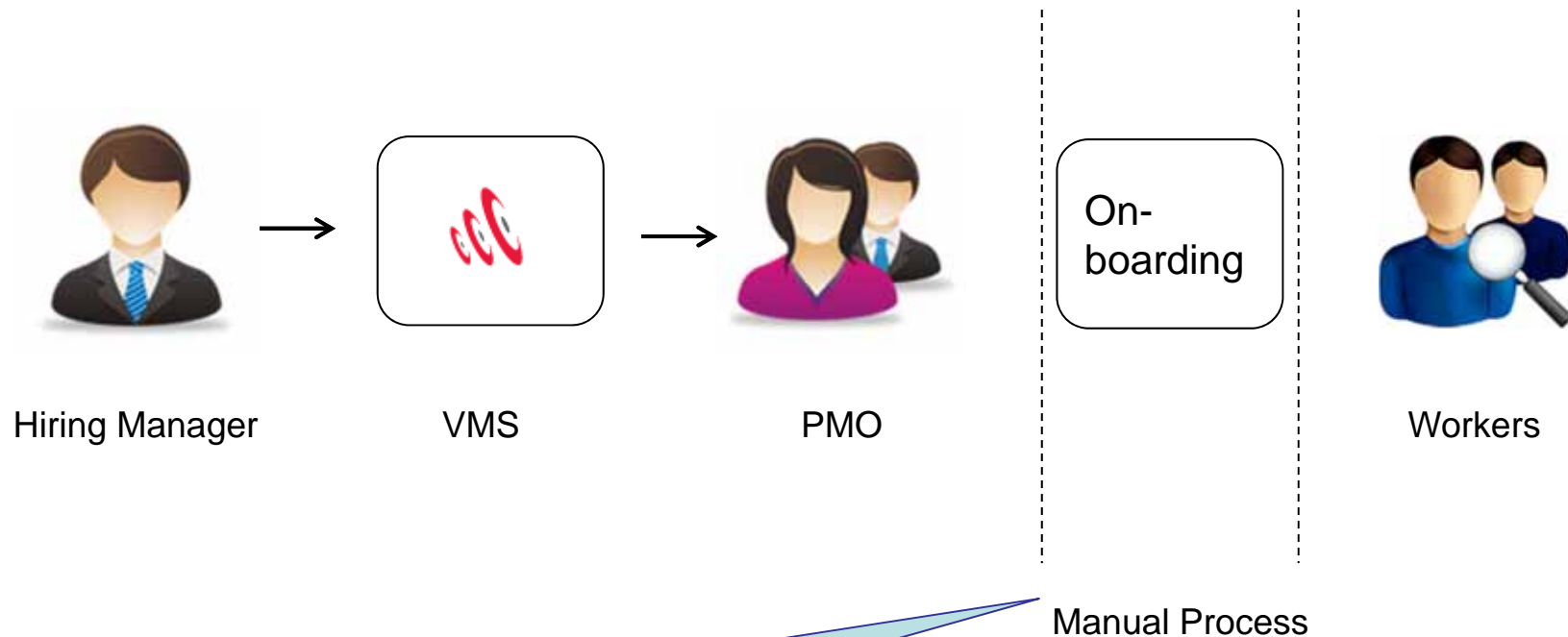
VISA

Why going through a program review process
was important for me

Refresh Job Titles and Rationalization



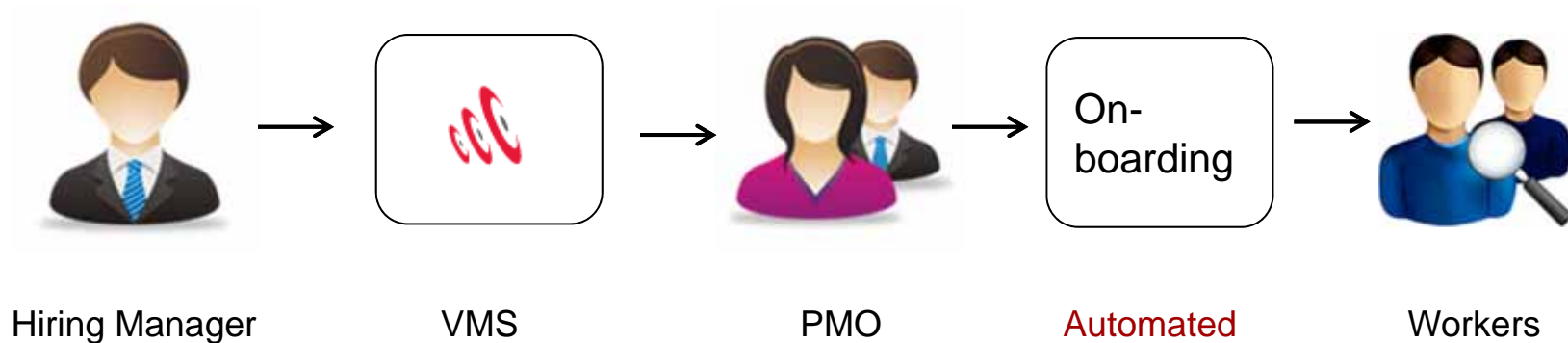
Background Check Verification - Before



- Challenging to scale
- Resource intensive
- Long lead time
- Risk of non-compliance



Background Check Verification - After



Automated
Background
Check
Integration

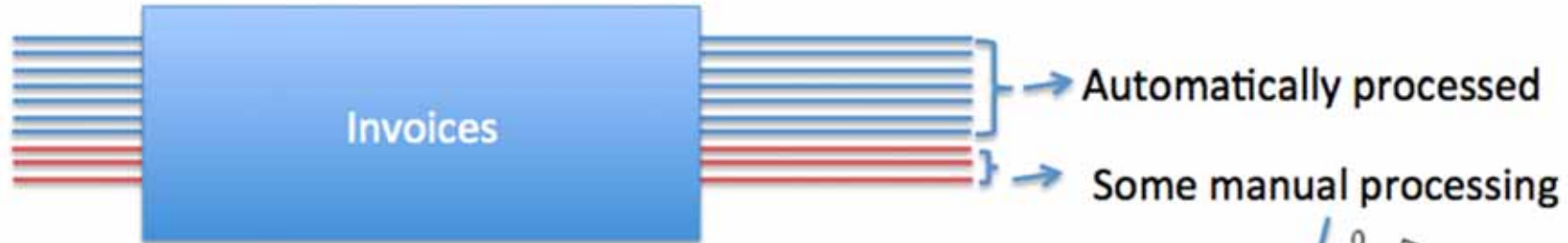
- Reduced effort (audit and verification)
- Faster cycle time
- Improved status visibility
- Eliminate compliance risk



THOMSON REUTERS

Why going through a program review process
was important for me

Invoice Error Resolution



Amount Change	16
Claim in Dispute	2
Hours Adjustment	1046
Other	316
Rate Adjustment	214



Root Cause Analysis



Parallel Distribution

Avg. Cycle Time
10 months before & after

Before:

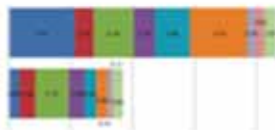


25 Days

After:



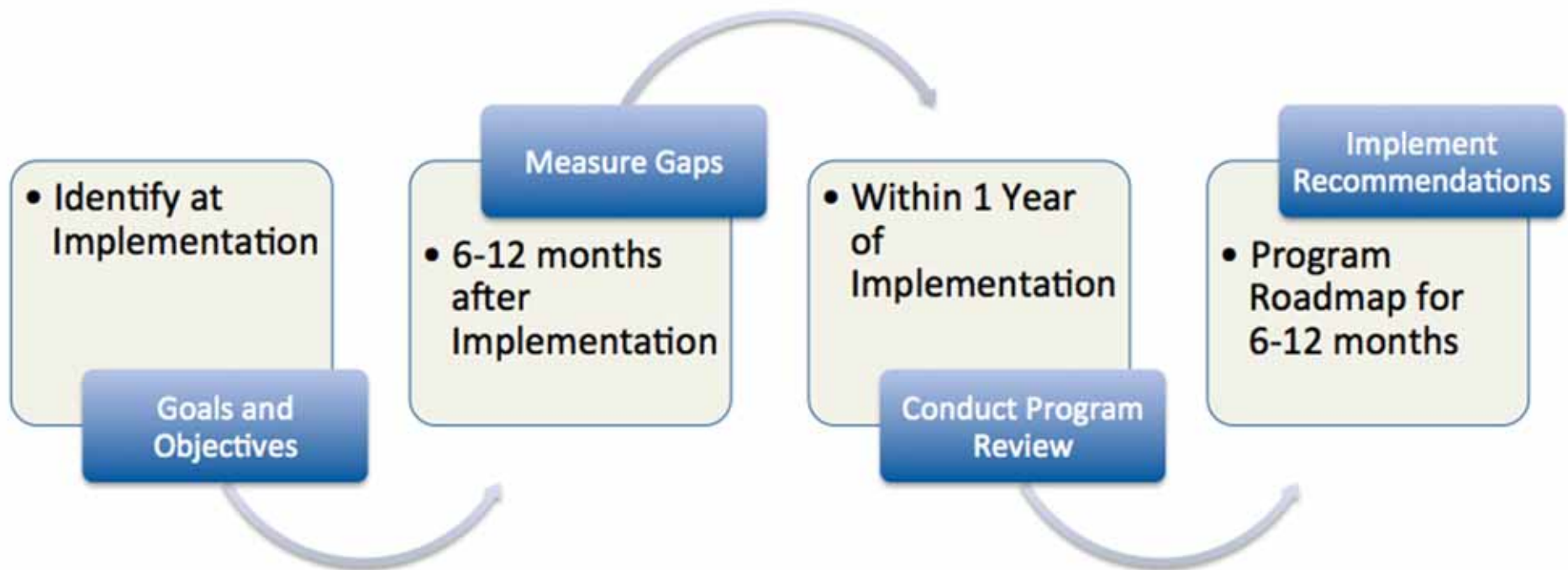
22 Days



3 days

Reduction in end-to-end cycle time per requisition

RECAP



Closing Takeaways



- Fieldglass White Paper – Factors for Taking Your Services Procurement Program from Good to Great

<http://resources.fieldglass.com/webinar.html>

Time for your questions...



Upcoming Webinars

May 24, 2012

VMS and Beyond

May 30, 2012

MSP and RPO Contracts in Europe: Dealing with the Law

June 6, 2012

Services Procurement

June 21, 2012

Legs & Regs Legal Update

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THANK YOU!