



WEBINARS

CONTINGENT WORKFORCE  
STRATEGIES COUNCIL



# Going Live: The Dos and Don'ts of Contingent Workforce Programme Implementation

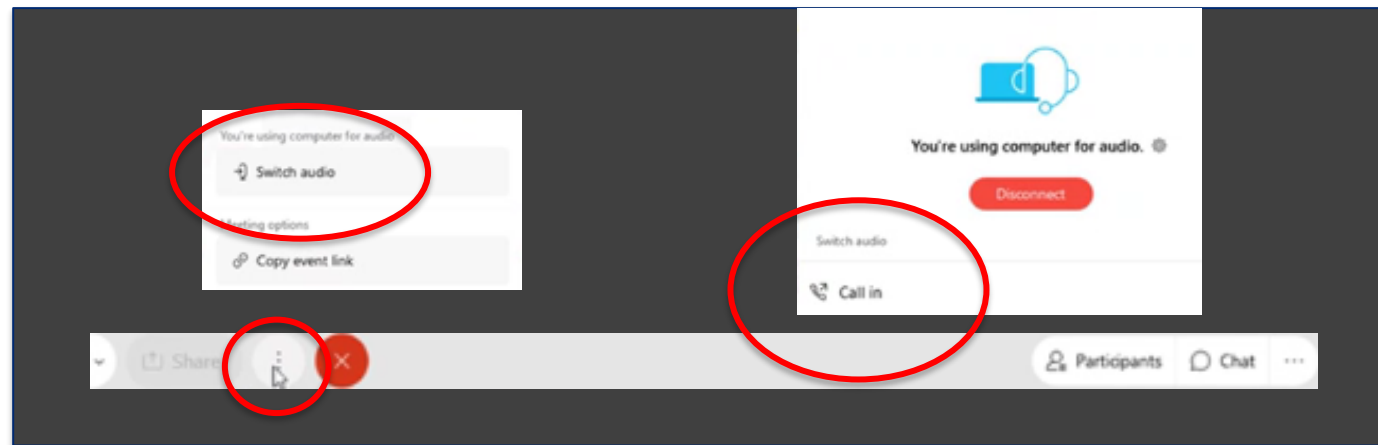
Sponsored by

beeline®

17 June 2021

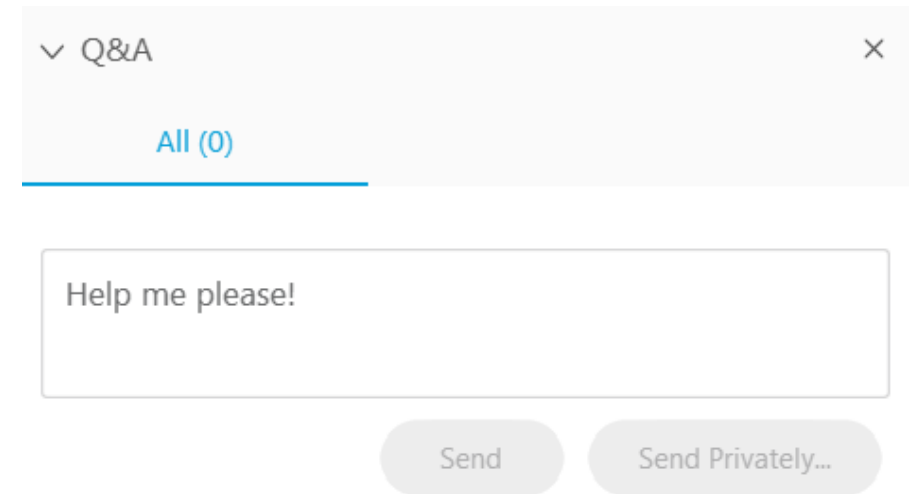
# Audio

- **Listen through your computer** through your speakers after you log into the event.
- **Want to change your audio?** Click **Audio** options , click **Switch audio**, and then choose the option that you want to use.
- **Need assistance?** Please send us a message in the Q&A section or email [memberservices@staffingindustry.com](mailto:memberservices@staffingindustry.com).



# Questions?

- Questions may be submitted at any time.
- Click on the **Question Mark** section to open the Q&A window.
- Type your question into the small dialog box and click the Send Button.
- The presentation will be shared with registrants.
- Questions? Please email [memberservices@staffingindustry.com](mailto:memberservices@staffingindustry.com)



A screenshot of a Q&A interface. At the top, there is a header with a dropdown arrow, the text "Q&A", and a close button (X). Below the header, the text "All (0)" is displayed. A large text input field contains the text "Help me please!". At the bottom right of the input field, there are two buttons: "Send" and "Send Privately...".

# Staffing Industry Analysts Product Overview



	Products & Services for <b>Suppliers</b>	Products & Services for <b>Buyers</b>
<i>Research &amp; Advisory</i>		
<i>Events</i>		
<i>Editorial</i>		
<i>Certification &amp; Training</i>		



# CWS SUMMIT NORTH AMERICA

**20–21 September 2021**

Sheraton Phoenix Downtown | Phoenix, AZ

## **Workforce Strategies for a New Tomorrow**

**CWS Summit** provides you with key insights, learnings and solutions to your workforce program challenges, critical in today's significantly changed world. Expand your horizons, forge connections, and evolve your contingent workforce management strategy in an interactive, collaborative, unparalleled conference setting.

---

**20–21 September 2021**

Register now at [www.cwssummit.com](http://www.cwssummit.com)

 @CWSSummit #CWSSummit



# CWS Council (partial list)



Keynote:

## State of the Industry and a Path to the Future

**Peter Reagan**, CCWP, SOW Mgmt. Expert.

Senior Director of Contingent Workforce Strategies & Research,  
SIA

Keynote:

## Beyond Tomorrow: A Time Travelers Guide to the Contingent Workforce

**Peter Reagan**, CCWP, SOW Mgmt. Expert.

Senior Director of Contingent Workforce Strategies & Research,  
SIA

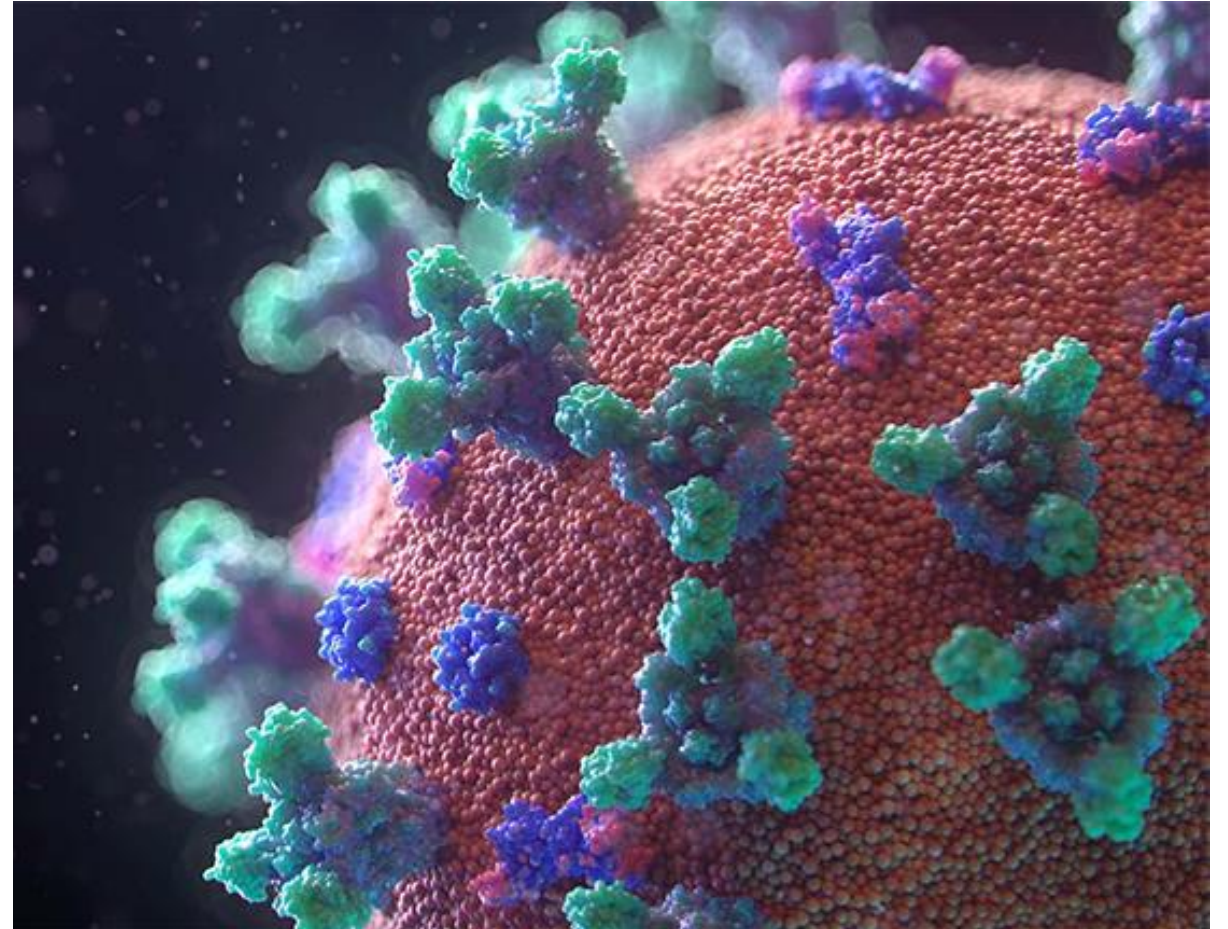
# Disruptive Changes Ahead for Workforce Management

**disruption**



# 4 Major Impacts of COVID-19 – *April 2020*

- Remote working
- Technology awareness
- The economic reality
- Opportunity

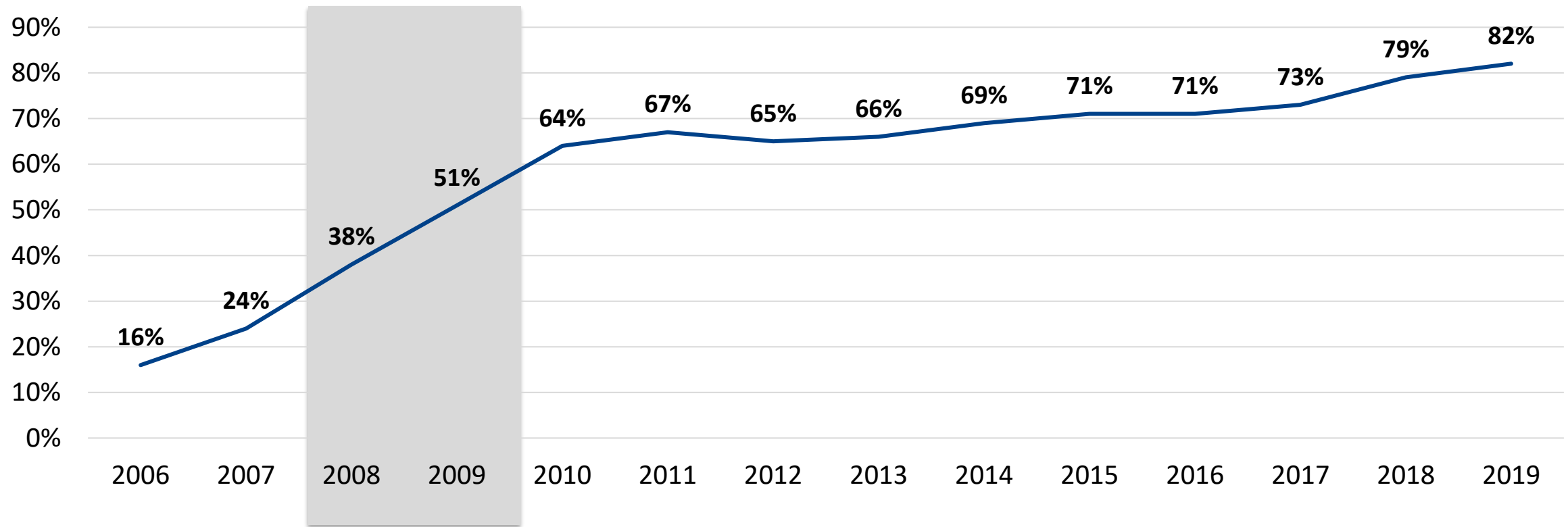


A hand is shown on the left side of the image, reaching towards a central digital interface. The interface consists of a circular arrangement of eight icons: a cloud with a refresh symbol, a Wi-Fi signal, a circuit board, a globe, a robotic arm, a gear, a document with a checkmark, and a document with a magnifying glass. The background is a vibrant blue with abstract digital patterns and light effects.

# DIGITAL TRANSFORMATION

# VMS Adoption Doubled During 2008 Recession

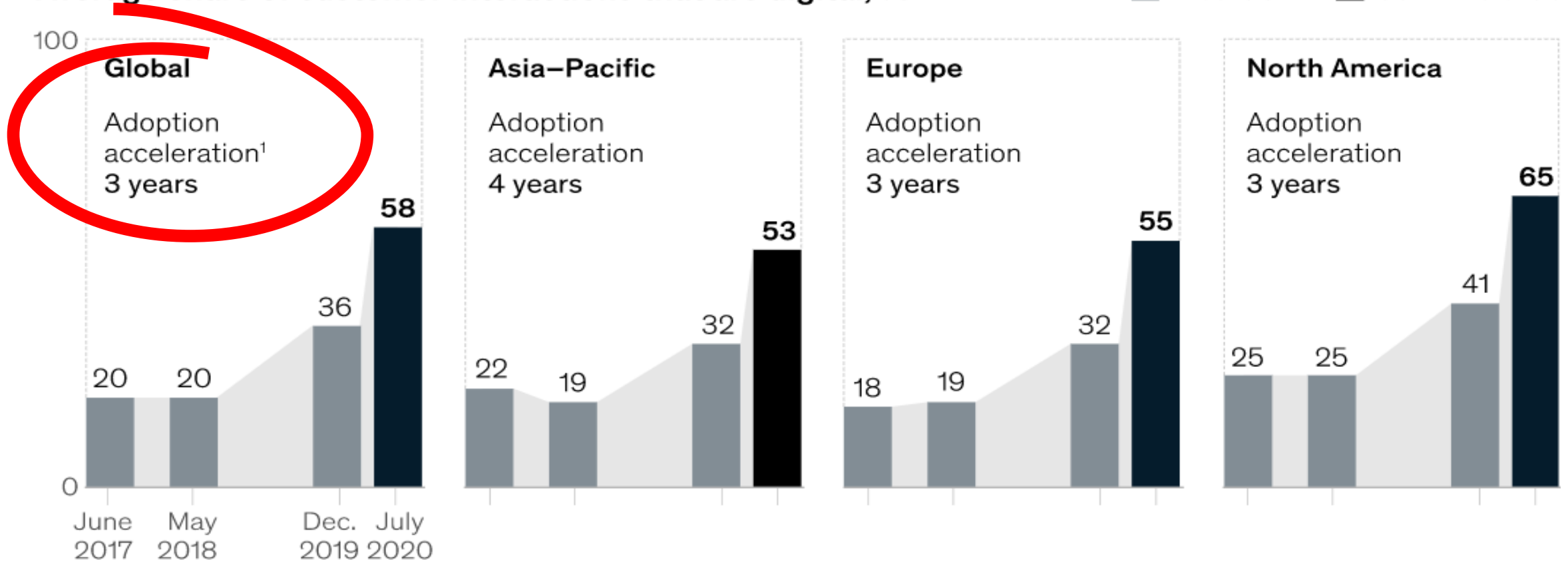
Percent of Large Buyers with VMS in Place (3 year rolling average)



# COVID-19 Has Accelerated The Digitisation of Customer Interactions by Several Years

Average share of customer interactions that are digital, %

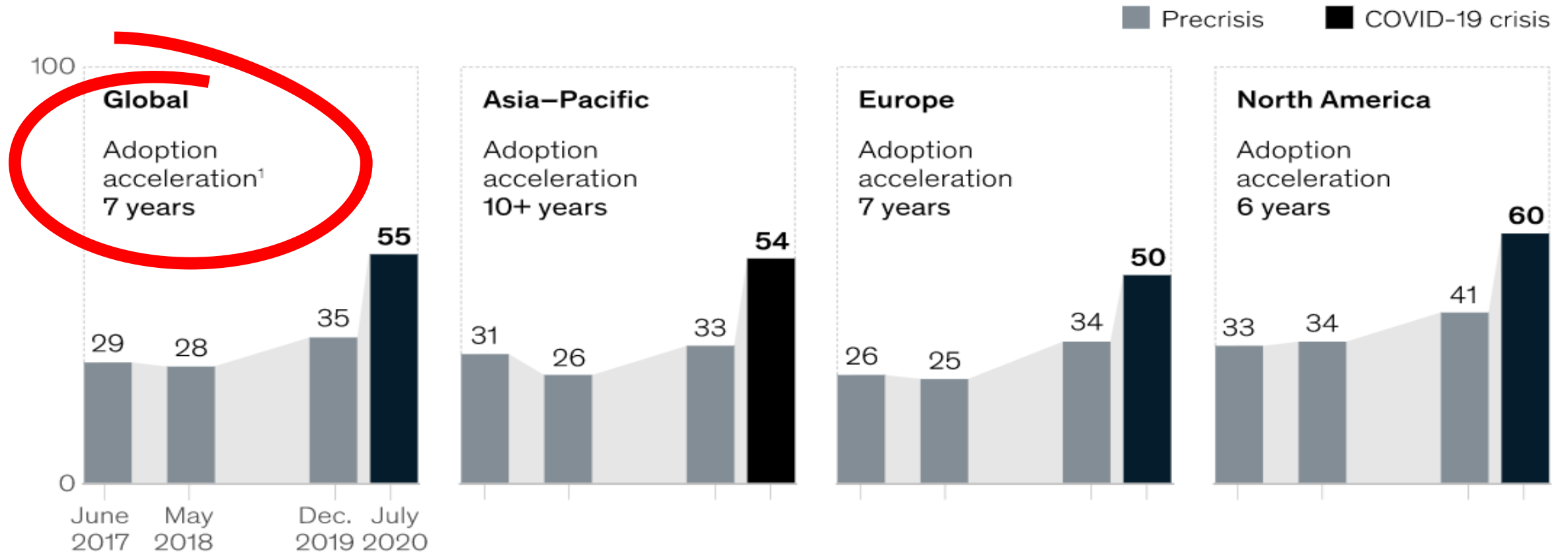
■ Precrisis ■ COVID-19 crisis



<sup>1</sup>Years ahead of the average rate of adoption from 2017 to 2019.

# The Largest Leap in Digitisation is The Share of Offerings That Are Digital in Nature

Average share of products and/or services that are partially or fully digitized, %



<sup>1</sup>Years ahead of the average rate of adoption from 2017 to 2019.

# Our speakers today:

## *Speakers:*

- ***Jameel Mayers***, Manager, Project Management Office (PMO), Beeline
  
- ***Melissa Whitney***, Director of Solution Design, Beeline



- ***Peter Reagan, Sr.*** Director, CWS & Research, CCWP, SOW Mgmt. Expert, SIA

# Agenda

- Preparing for programme implementation
- Solution Design
- Key components of a technology solution
- Implementation Dos & Don'ts
- General implementation timeline





# Participant Poll

What in your experience (or estimation) is the most difficult part of programme implementation?

- A. Readiness assessment
- B. Stakeholder buy-in
- C. Change management/adoption
- D. Software integrations
- E. Other



# Preparing for implementation

## DON'T

- Assume technology solves all your problems
- Ignore organisation goals/priorities
- Implement without buy-in and support
- Wait for implementation to determine programme models
- Underestimate the importance of user adoption
- Mandate technology without an approved policy in place
- Discount the amount of time required to manage supplier change
- Wait to engage internal system owners after implementation has kicked off
- Require duplicate data entry ("Swivel Chair")

## DO

- Assess **current state**, identify pain points
- Build a **business case** defining scope
- Establish programme **governance** & key stakeholders
- Evaluate options within an operating, sourcing, technology & funding **model**
- Develop a **change management** approach & detailed plan
- Formalise **programme policies**
- Consider your **suppliers**
- Locate **data** sources, owners & conduct data clean-up
- Add efficiencies and value through **integration**

# Unique solution design process ensures readiness for faster, more efficient implementation



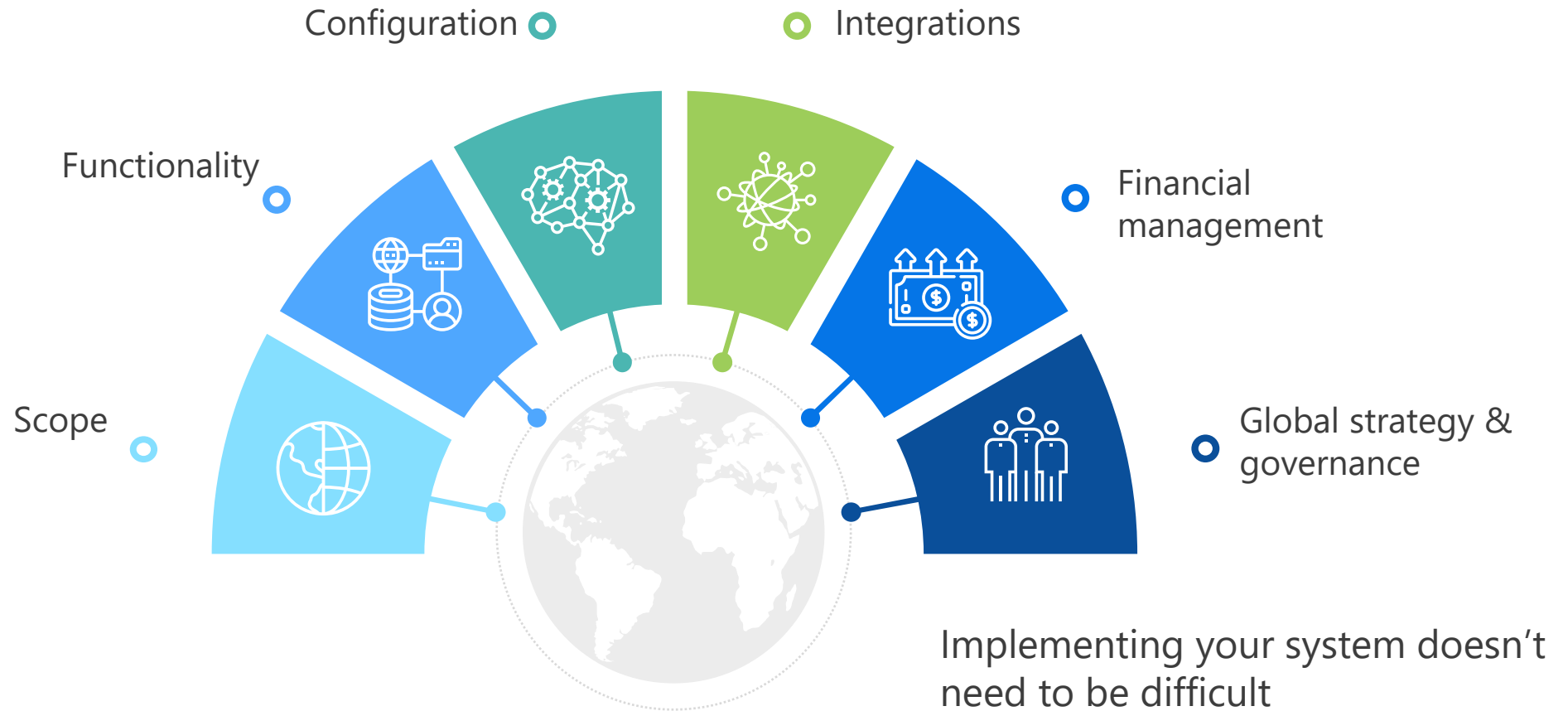


# Participant Poll

Have you or your company implemented a VMS or other contingent workforce technology platform?

- A. Yes, more than once
- B. Yes – once
- C. No

# Key components of a technology solution



# Implementing

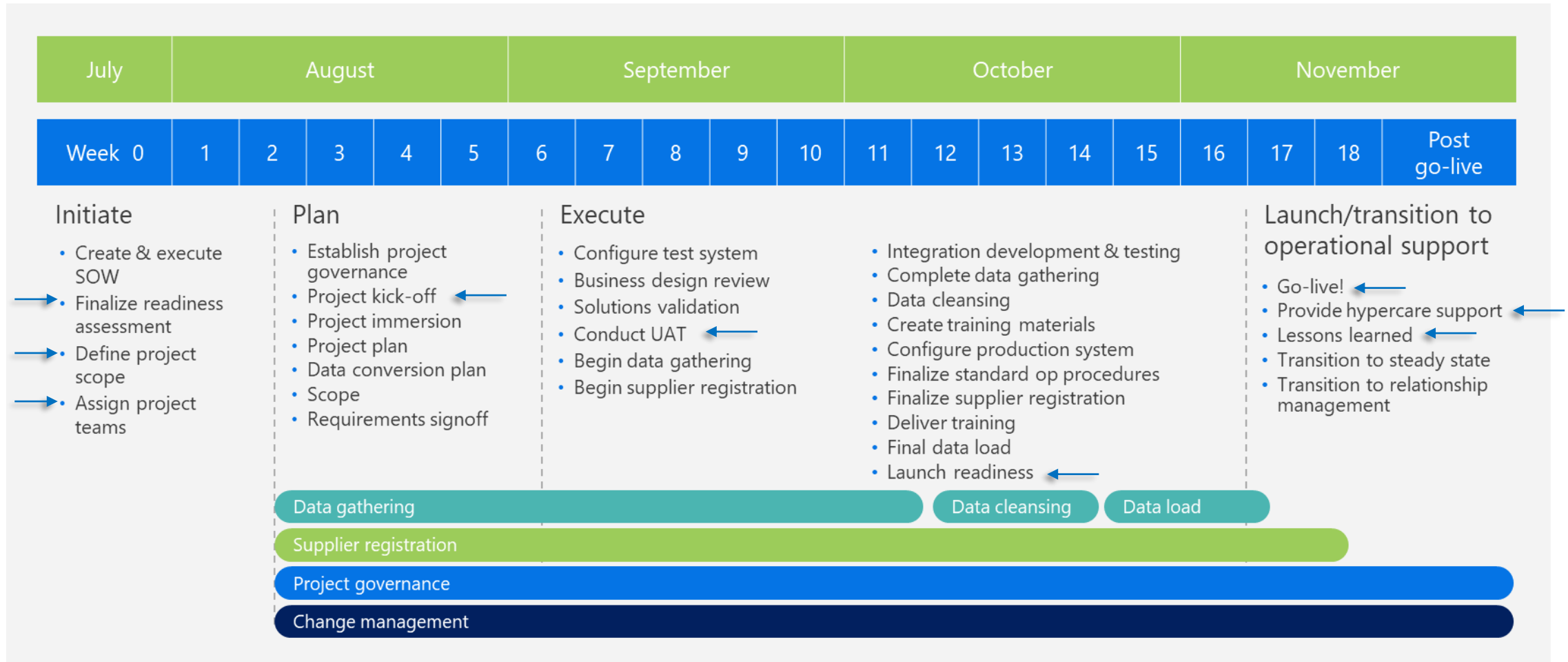
## DON'T

- Begin without an executed agreement
- Kick off prematurely
- Neglect documentation
- Allow non-scope items
- Leave decisions undecided
- Forget to mitigate risks
- Constrain the expertise available on your team
- Assume integration connections are easy

## DO

- Conduct a readiness evaluation
- Foster openness and collaboration
- Confirm project scope
- Establish stakeholder roles
- Understand testing requirements
- Set realistic timelines
- Identify integration source systems

# General Implementation Timeline



\*Note that "contingent worker management" includes staff augmentation and services procurement with project workers

# Remember...

Technology is a great enabler,  
but can also be a great  
detractor

Plan the work and work the  
plan

Change is hard



Introducing  
Beeline Extended  
Workforce Platform



## For more information...

Download our new ebook to read how Beeline is going beyond the VMS to introduce the world's first Extended Workforce Platform.

When you implement contingent workforce technology, make sure your platform is future-proof.

Read now at <https://bit.ly/2PILPZu>



# Time for Your Questions...



**Thank you to our sponsor...**



**beeline<sup>®</sup>**

# Free Resources



- [SIA Staffing Trends 2020](#)
- [SIA Toward a Total Talent Future](#)
- [SIA Workforce Solutions Ecosystem – Report](#)
- [Workforce Solutions Webinar – Next Gen VMS: What a Global Crisis has Taught us About Contingent Workforce Management](#)

## Coronavirus (COVID-19) Resource Center

[AMERICAS](#) | [EMEA](#) | [APAC](#)

# SIA Council Member Resources



- [Talent Acquisition Technology Ecosystem](#)
- [Introduction to Sourcing Automation Technologies](#)
- [VMS Global Landscape and Differentiators 2020](#)
- [MSP and VMS Provider Directory 2020](#)
- [SIA Workforce Solutions Buyer Survey](#)
- [The Global Gig Economy](#)
- [The Gig Economy and Human Cloud Landscape](#)
- **Not a member? Contact the SIA Council team at: [enterpriseservices@staffingindustry.com](mailto:enterpriseservices@staffingindustry.com)**








# About Staffing Industry Analysts (SIA)

Founded in 1989, SIA is the global advisor on staffing and workforce solutions. Our proprietary research covers all categories of employed and non-employed work including temporary staffing, independent contracting and other types of contingent labor. SIA's independent and objective analysis provides insights into the services and suppliers operating in the workforce solutions ecosystem including staffing firms, managed service providers, recruitment process outsourcers, payrolling/compliance firms and talent acquisition technology specialists such as vendor management systems, online staffing platforms, crowdsourcing and online work services. We also provide training and accreditation with our unique Certified Contingent Workforce Professional (CCWP) program.

Known for our award-winning content, data, support tools, publications, executive conferences and events, we help both suppliers and buyers of workforce solutions make better-informed decisions that improve business results and minimise risk.

As a division of the international business media company, Crain Communications Inc., SIA is headquartered in Mountain View, California, with offices in London, England.

For more information: [www.staffingindustry.com](http://www.staffingindustry.com)

For global coverage across the workforce solutions ecosystem, follow us  @SIAnalysts and connect via    YouTube 

PROPRIETARY DATA, DO NOT DISTRIBUTE OUTSIDE YOUR ORGANIZATION. Your company's use of this report precludes distribution of its contents, in whole or in part, to other companies or individuals outside your organisation in any form – electronic, written or verbal – without the express written permission of Staffing Industry Analysts. It is your organisation's responsibility to maintain and protect the confidentiality of this report.