



WEBINARS

**CONTINGENT WORKFORCE
STRATEGIES COUNCIL**



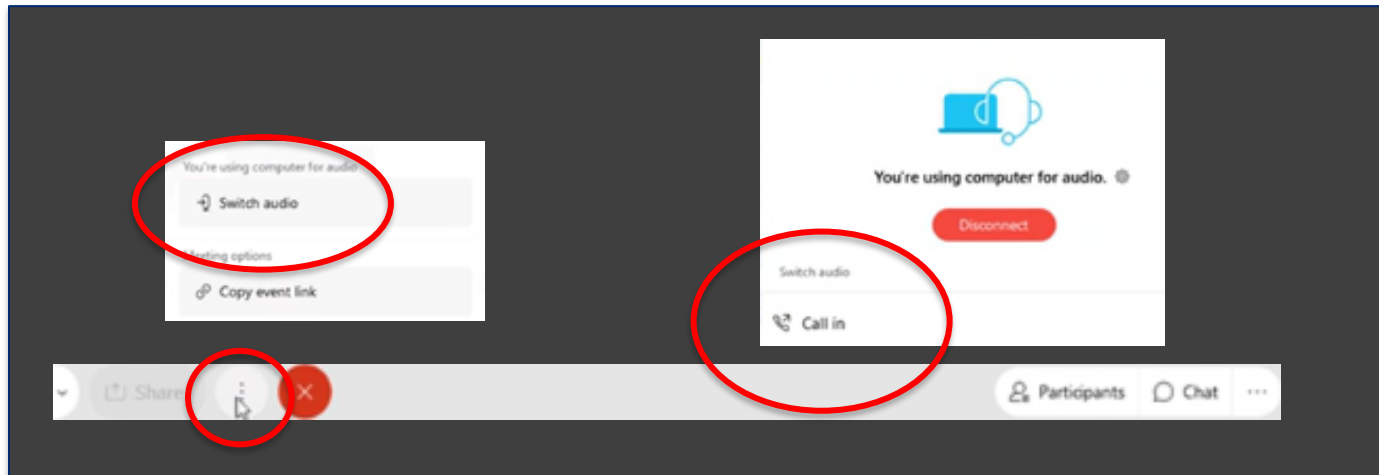
The Invisible Workforce Challenge Holding Companies Back: Shift-Based Labor

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March 10, 2022

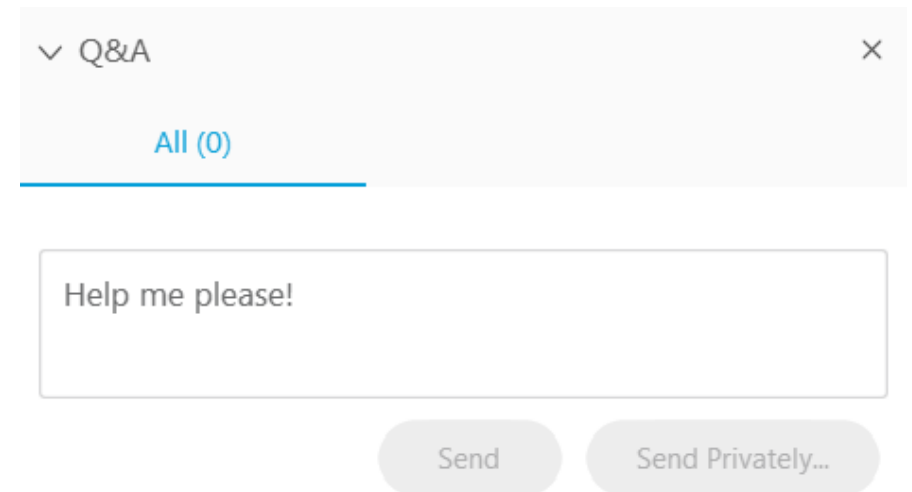
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- **Need assistance?** Please send us a message in the Q&A section or email memberservices@staffingindustry.com.



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



Q&A

All (0)

Help me please!

Send Send Privately...

Staffing Industry Analysts Product Overview



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

CWS Council (partial list)





Speakers:

- ***Rodrigo Alcaine***, SVP Sales, JoinedUp by Beeline



- ***Brian Hoffmeyer***, SVP Market Strategies, Beeline



Moderator:

- ***Frank Enriquez***, Senior Manager Contingent Workforce Strategies and Research, SIA

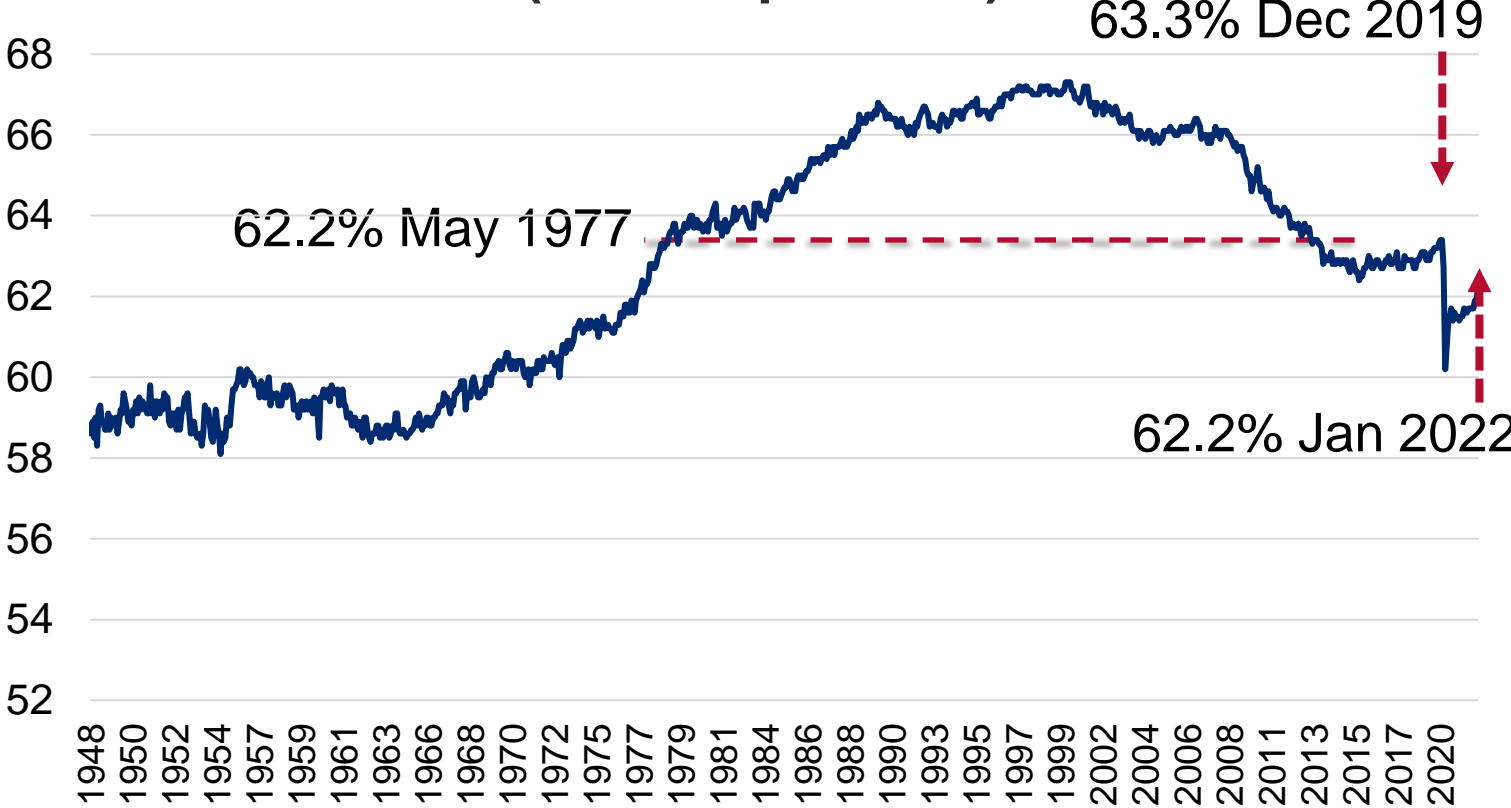


Labor Force Participation Back to May 1977 Levels



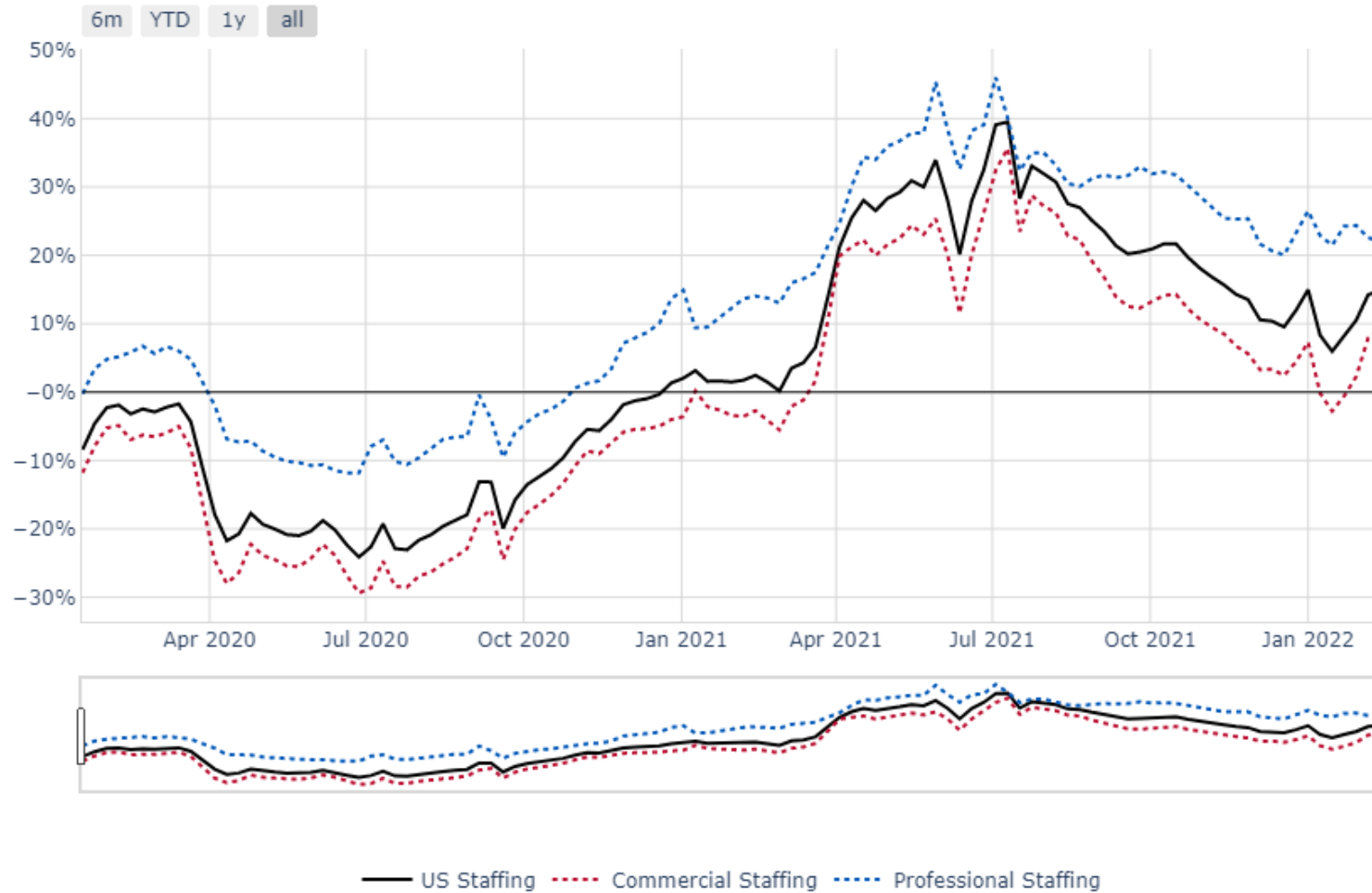
4.2 Million
People Left the Labor Force Between Dec 2019 & Q2 2021

US Labor Force Participation Rate (% of Population)

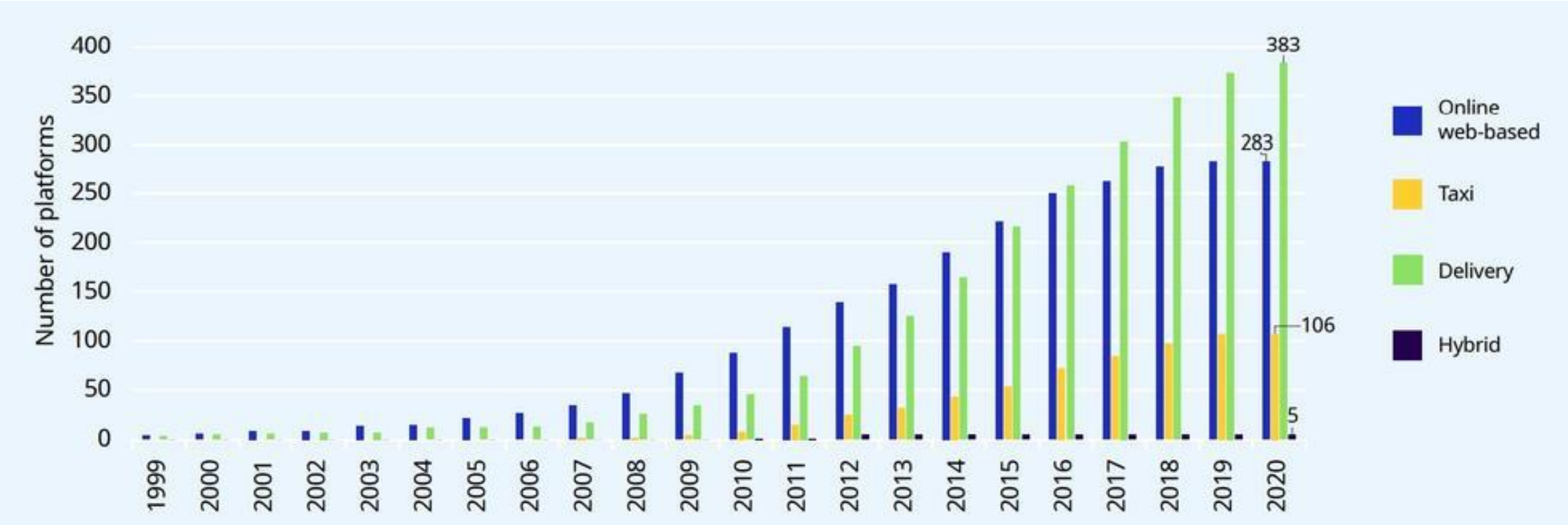


Source: Bureau of Labor Statistics

Commercial vs. Professional Staffing



Number of Digital Labor Platforms



Note: Only currently active platforms are included.

Source: Crunchbase database.



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Invisible talent:
The high-volume,
shift-based workforce

Agenda

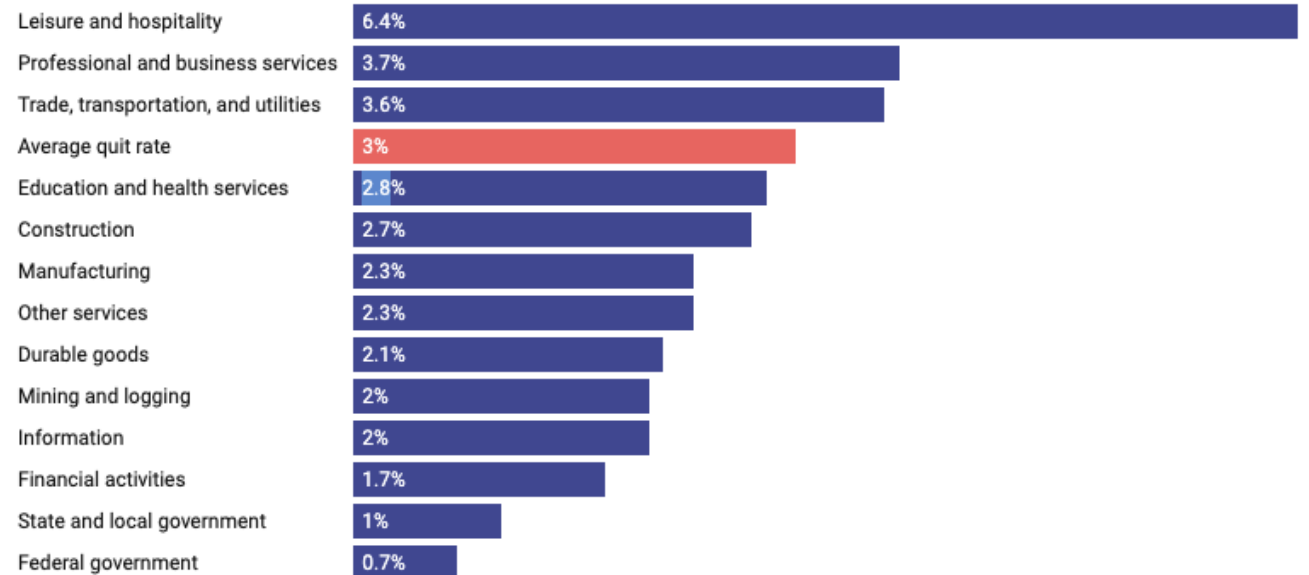
- The great resignation
- Who is your shift-based labor force?
- Why it matters
- How do you move forward?
- What's possible

The great resignation?

- Wide-ranging spectrum
- A challenge, but not the biggest
- Supply chain issues highlighted the importance of high-volume, shift-based workers

Quit rates by industry

Most sectors had below-average quit rates in November 2021.



The data is for November 2021 and excludes subsectors.

Chart: The Conversation, CC-BY-ND • Source: [Bureau of Labor and Statistics](#)

Who is your shift-based labor force?

- The 24/7 workforce
- Across all industries
- Low-skilled to highly skilled positions
- Dynamic and highly variable needs



Why it matters

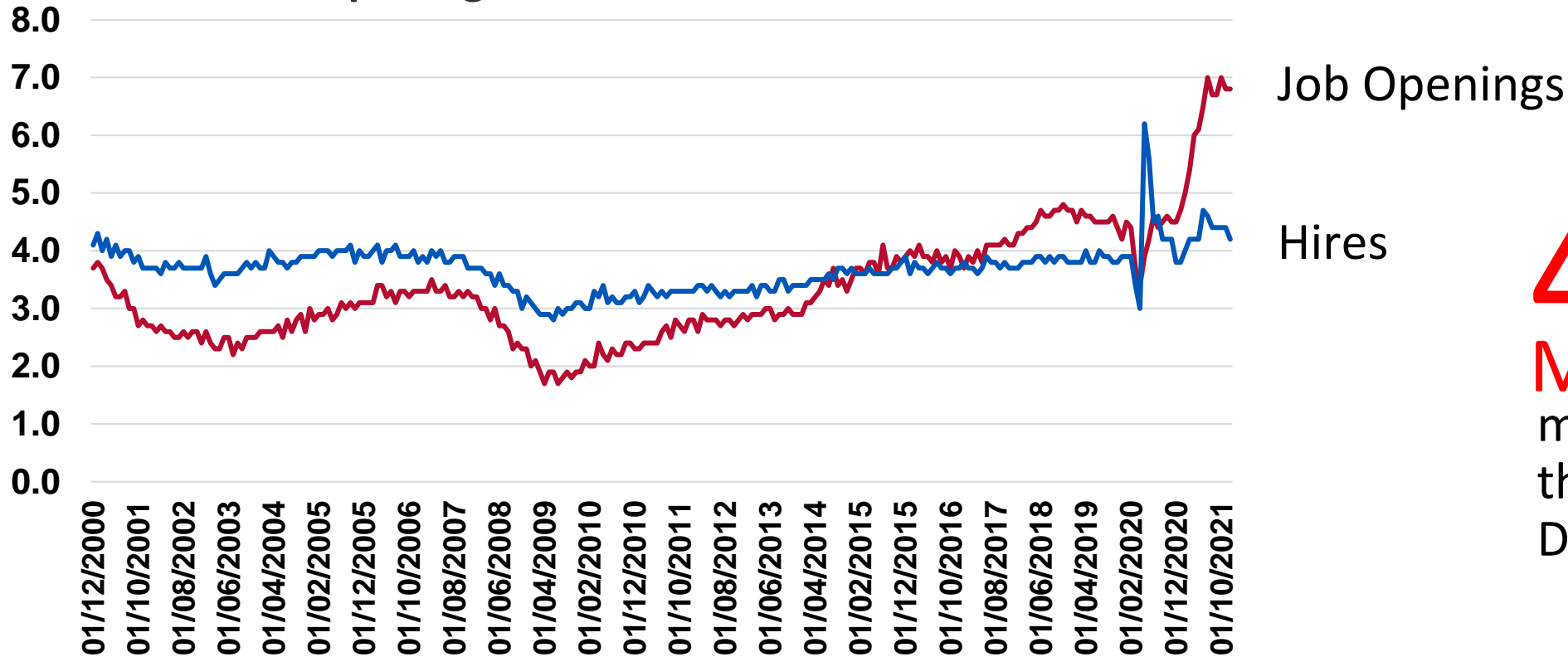
- Media focuses on the “9-to-5” workforce
- These are essential workers
- The supply chain is fragile
- Meaningful employment
- Processes are inefficient



Job Openings Now Far Exceed Hires



Job Openings and Hires % of Labor Force



4.7
Million
more job openings
than hires in
December 2021

Source: Bureau of Labor Statistics

Polling Question 1

How are shift-based, high-volume workers managed in your business?

- A. Manually at each individual work site
- B. Manually within your contingent workforce program
- C. Systematically within your contingent workforce program
- D. Other or don't know



How do you move forward?



If you can't take management to the factory floor... Take the factory floor to management.

Staffing to workers follow-up



	How Often Staffing Firms Check Up	How Often Temps Want Firms to Check Up
Never	12%	4%
Less than once a month	21%	13%
Once a month	23%	34%
Twice a month	17%	22%
Once a week	18%	22%
More than once a week	9%	6%

Staffing Industry Analysts

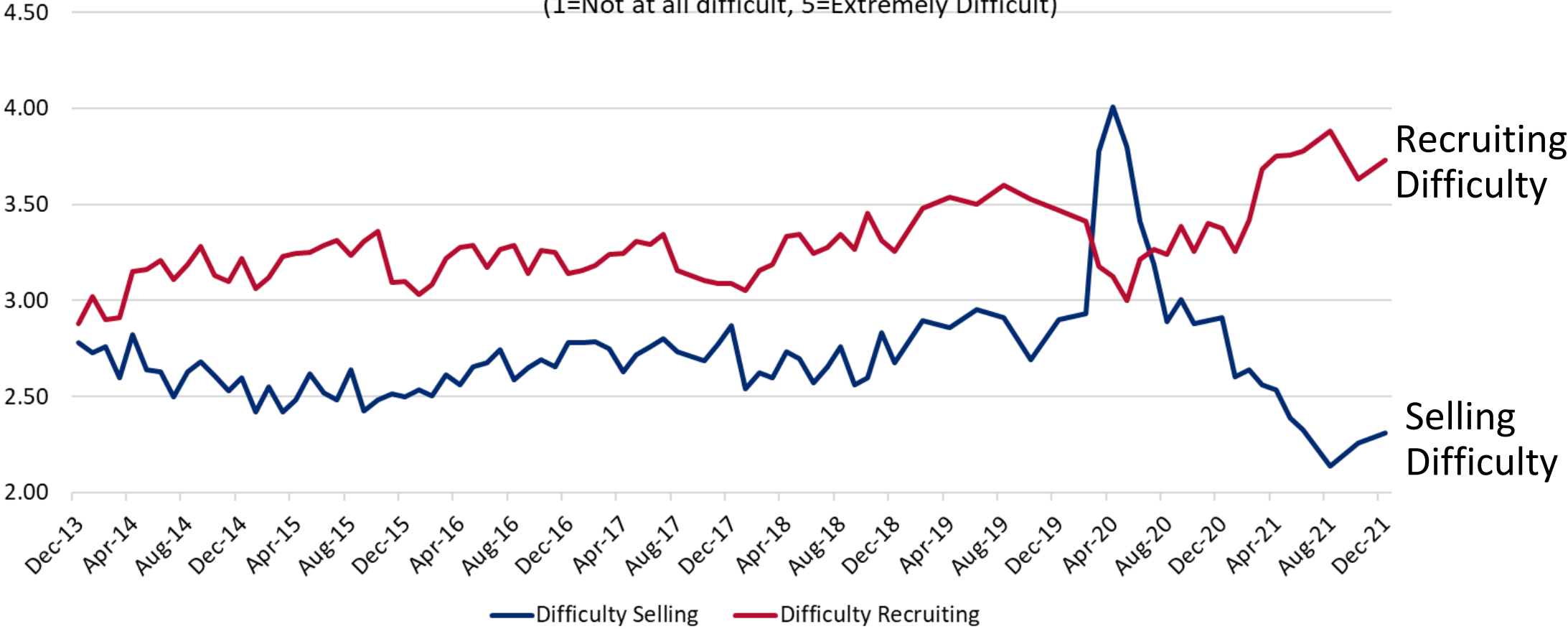
N=4,165

N+4,165

Staffing Firms Recruiting vs. Sales Difficulty at Record Gap



Pulse Survey Sales/Recruiting Difficulty
(1=Not at all difficult, 5=Extremely Difficult)



Source: SIA US Staffing Pulse Survey Report

How do you move forward?

- Become a champion
- Demonstrate value
- Align with corporate strategies



What's possible?

A proven solution JoinedUp by Beeline...

- Saves time
- Increases productivity
- Empowers site managers
- Increases collaboration
- Benefits all stakeholders

The screenshot displays the Beeline software interface. The main window is titled "Post shifts for Site Name" and shows a calendar view for the week of January 24-28, 2023. It indicates "Showing 416 posted shifts across 11 shift templates". A modal window is open on the right, titled "Mon 25 Jan 08:00 Package sorter", showing "10 unallocated shifts". The modal includes options for "Share type" (single agency or each agency) and a list of agencies with their respective shift counts and percentages.

Agency	Day	Week	Filled shifts (%)
C&E	10	23	25% / 8%
Carriere	6	56	12% / 18%
Kennemerland	14	29	30% / 12%
Olympia	0	20	0% / 5%
Orient	12	12	15% / 2%
Randstad	0	0	0% / 0%

Polling Question 2

What is your biggest challenge with the way you manage your shift-based high-volume workforce?

- A. Too slow
- B. Too time-consuming
- C. Frequently inaccurate
- D. Difficult to manage hours, rates, and payments
- E. Other



“

We're thrilled to be working together in partnership as we work with all our external agencies in making it our standardised platform for high volume workforce management.

”



Alison Westwood

Head of Resourcing & Recruitment Services
Royal Mail Group

Success story



Pain Points

- High-volume combination of employees and contingent workers
- Variable rates, shift patterns, dynamic on-site locations
- Lacked system of record to demonstrate fair labor practices
- Unsuccessful, costly implementation attempted

Solution

- Manage 18k to 66k shifts per week
- Shift requirements/fulfilment shared in real-time
- Custom reporting
- Single source of truth

Results

- Time to process weekly payroll reduced from 2 days to 2 hours
- Payroll accuracy improved to 97%
- 100% real-time transparency to and from the site level
- Clear and compliant audit trail



I need...

15 Java developers

Global IT services providers to drive digital transformation efforts

To fill 438 driver shifts across my 11 distribution centers today

To track my global, distributed workforce to manage access and risk

To build my own vetted talent pool to create a liquid workforce

Personalized User Experiences			
Program Team (Internal Team, Outsourced MSP)	Labor Buyers (Site Managers, Hiring Managers, Approvers)	Suppliers (Master Vendors, Agency Suppliers, Digital Talent Pools)	Talent (Candidates, Workers, Former Contractors)
Fit-for-Purpose Solutions			
Contingent Workforce End-to-end (source to invoice) solution for professional temporary labor			
Services Procurement End-to-end (source to invoice) solution for consulting, outsourcing, and complex services spend			
High-Volume Workforce End-to-end (order to fulfillment) solution for light industrial and other high-volume labor			
Resource Tracking A single repository for tracking all non-employees, regardless of labor type, location, or circumstance			
Direct Sourcing Direct access to expanded pools of qualified talent from public and private talent pools, quickly and easily			
Modern Secure Cloud Services Security, Integrations, Monitoring, Reporting, Collaboration, Compliance, Industry Benchmarks & Insights			

JoinedUp | by beeline High-Volume Workforce



Fill roles quickly and reliably, with access to real-time visibility to shift management and procurement.

High-volume staffing is highly transactional and dynamic. When hiring factory workers, drivers, nurses, security, hospitality labor, call center personnel, or other shift-based workers, companies need scheduling software that is fit-for-purpose. Our multicountry High-Volume Workforce solution caters to shift-based resulting in industry-leading visibility, collaboration, increased fulfillment, complex timekeeping, supplier compliance, and automatic accurate invoicing.

Solve your business challenges

Streamlined scheduling

- Calendar view, real-time roster, instant visibility into shift schedules
- Single hierarchy for both professional and shift-based worker assignments
- Designed for high-volume and quick turnaround

Intelligent rate management engine

- Accommodates various rate structures and automates nuances specific to shift work, country by country

Simplified shift fulfillment

- Easily address split shifts, night shifts, weekend shifts, minimum guaranteed hour shifts, AWR (Agency Workers Regulations), sick or holiday policies and skill types
- *Recurring requisitions* for cyclical, short-term, and long-term assignments
- *Mass Assignment Management* including requests, work orders, time cards, rate adjustments, and notifications

Ensure compliance and eliminate manual work

- Designed to support worker, supplier and SLA management for shift-based contingent labor, streamlined workflows, and unique requisition types

For more information...

Download our fact sheet to learn more about how JoinedUp by Beeline can help you gain visibility into your high-volume, shift-based headcount and spend across your entire extended workforce.

Read now

<https://bit.ly/3C3vGvZ>

Time for your questions...



Thank you for your sponsorship...



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SIA MEMBER RESOURCES

- [January 2022 Pulse Report](#)
- [NORTH AMERICA TEMPORARY WORKER SURVEY 2022: INITIAL FINDINGS](#)
- [Workforce Solutions Buyer Survey 2021 Initial Findings](#)
- [Workforce Solutions Buyer Survey: 2020 Americas Results](#)
- [SIA Workforce Solutions Buyer Survey 2020 EMEA](#)
- [SIA Lexicon of Terms \(complimentary\)](#)

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Contact the SIA Council team: enterpriseservices@staffingindustry.com

Free Resources



- [SIA Toward a Total Talent Future](#)
- [SIA Workforce Solutions Ecosystem – Report](#)

Coronavirus (COVID-19) Resource Center

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



- Copies of the slides and a link to the audio recording will be distributed to all attendees within 48 hours following the webinar.
- A replay of this webinar will be available for our CWS Council and Premium Corporate members at: www.staffingindustry.com/webinars-buyer

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, payroll/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 minimize 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

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



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