



Master Complex Services Procurement in your Contingent Workforce Programme

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Speakers:

- **Bronwen Fitzroy-Ezzy**, SVP Sales & Expansion APAC, Beeline
- **Adil Farouk**, Head of Supplier Operations, Procurement, Bupa Australia New Zealand

Moderator:

- **Peter Reagan**, CCWP, SOW Management Expert, Director, Contingent Workforce Strategies & Research, EMEA & APAC, SIA

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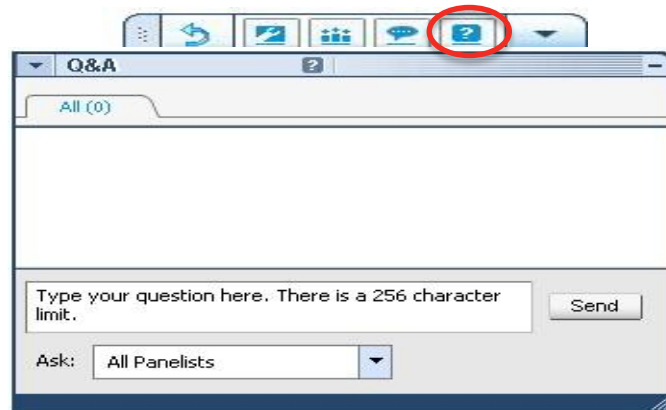
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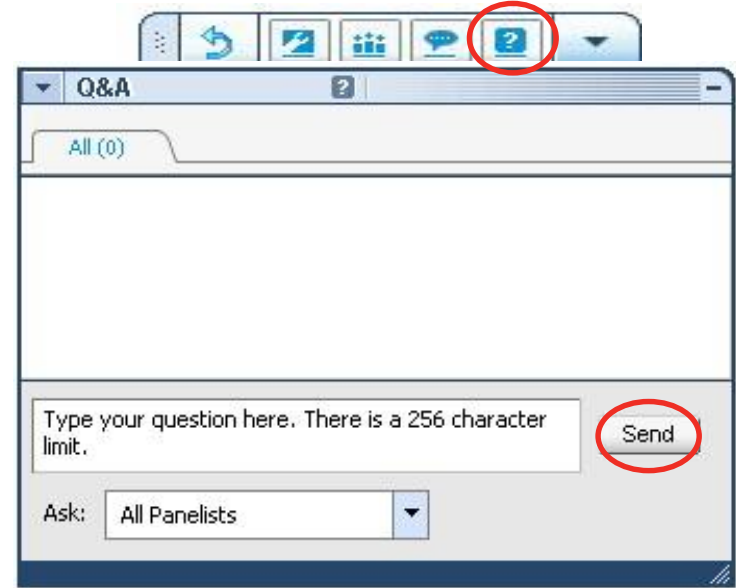
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Questions?

- Questions may be submitted at any time.
- Click on the **Question Mark icon (?)** on the floating toolbar to open the Q&A window.
- Type your question into the small dialog box and click the **Send Button**.



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Agenda



- Introduction
- Bupa Case Study: Bronwen in conversation with Adil
- Q&A
- Summary

Polling Question #1:

What corporate function or department do you represent?

- A. Human resources
- B. Procurement
- C. Finance
- D. IT
- E. Other

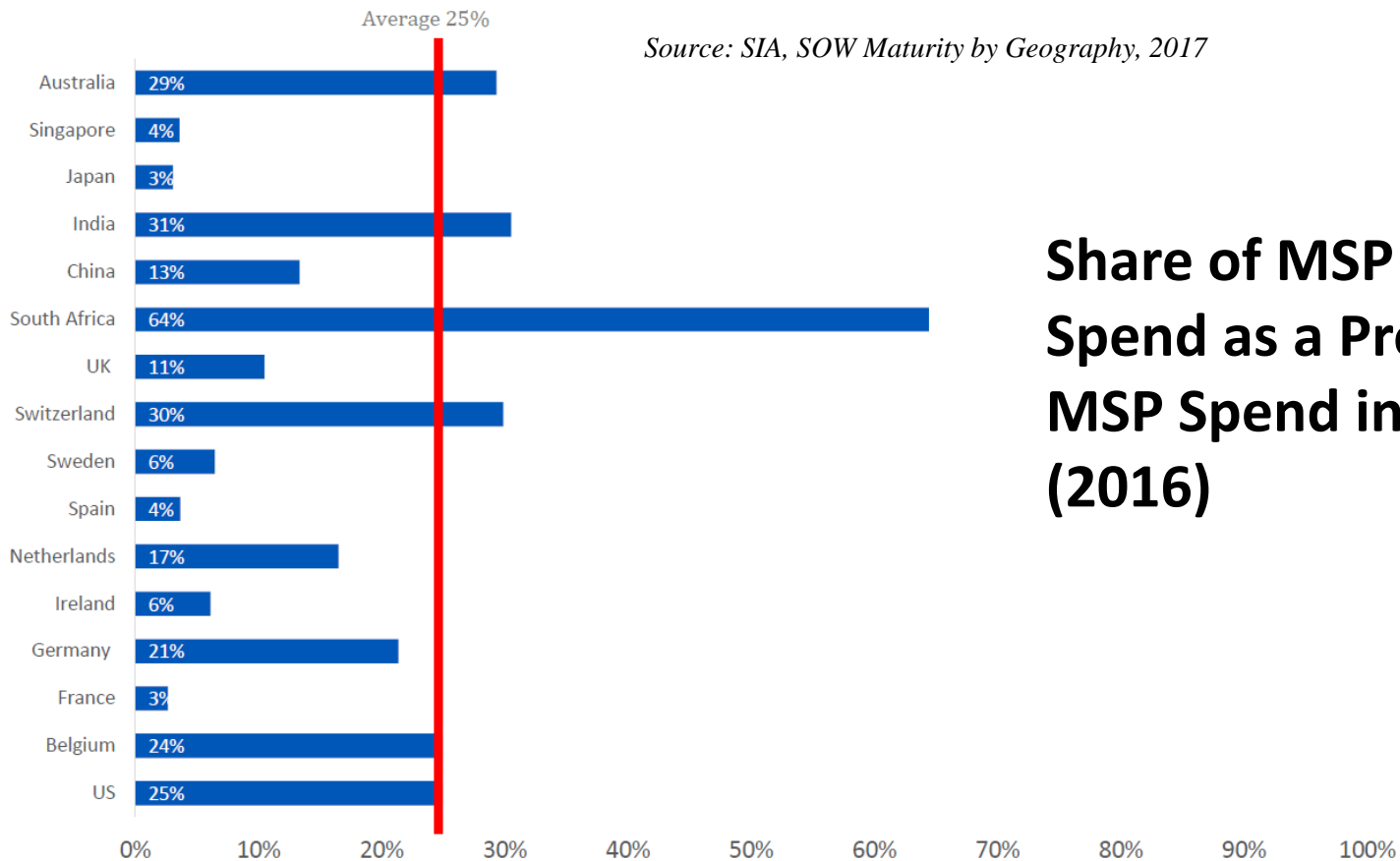
MSP SOW Maturity by Geography



Major MSP Geography	Number of MSP Providers with Active SOW Clients	Share of SOW Workers by Major Geography (across countries)	No of MSP Contracts Reported
Australia	2	7.37%	70
Belgium	3	0.86%	48
Canada	9	5.57%	168
China	2	0.73%	48
France	3	3.80%	74
Germany	4	2.89%	91
India	5	7.61%	98
Ireland	2	3.15%	50
Japan	2	1.06%	40
Netherlands	3	2.50%	54
Singapore	2	0.11%	20
South Africa	2	0.84%	68
Spain	1	0.69%	26
Sweden	3	0.32%	49
Switzerland	2	1.59%	35
UK	8	3.09%	193
US	12	57.83%	786

Source: SIA: SOW Maturity by Geography, 2017

Source: SIA, SOW Maturity by Geography, 2017



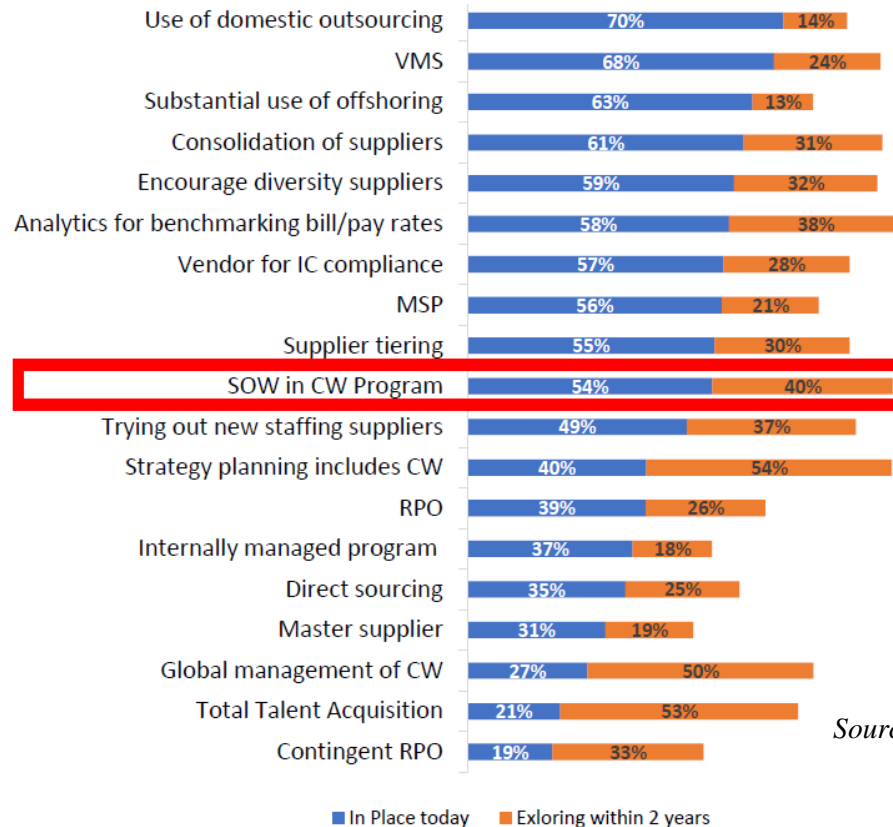
Share of MSP SOW Spend as a Proportion of MSP Spend in Country (2016)

Polling Question #2:

What is your primary reason for considering a centralised SOW management solution?

- A. Gain visibility of your overall spend?
- B. Reduce costs?
- C. Mitigate compliance risks?
- D. Improve physical or data security?
- E. Increase operational efficiency?
- F. All of the above

Trends in Supplier Management Strategies



Source: SIA, SOW Maturity by Geography, 2017

How will the following employee types change as a share of your total workforce over the next 10 years?

	Regular/ permanent full-time employees	Regular/ permanent part-time employees	Agency temporary workers	Temporary workers (sourced internally)	Statement- of-work (SOW) consultants	Other independent contractors/ consultants	Workers operating through outsourced vendors on an ongoing basis	Freelancers (sourced internally or via online staffing company)
Significant decrease in share	21%	3%	5%	5%	5%	5%	5%	3%
Moderate decrease in share	12%	8%	21%	8%	14%	13%	5%	12%
About the same	33%	68%	16%	49%	41%	55%	66%	38%
Moderate increase in share	21%	16%	49%	23%	24%	21%	16%	29%
Significant increase in share	14%	5%	9%	15%	16%	5%	8%	18%
	N = 43	N = 37	N = 43	N = 39	N = 37	N = 38	N = 38	N = 34
(% "increase") - (% "decrease")	2%	11%	33%	26%	22%	8%	13%	32%

Source: SIA APAC Workforce Solutions Buyers Survey, 2017

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Statement of Work is a (Growing) Beast

- **4.6T AUD** in spend – 3-6 times what is spent on contingent labour
- Growing – 50% of companies report plans to increase SOW spend
- Often (more than 50%) unaccounted for in corporate systems
- Projects managed under SOWs are often business critical
- Complex and difficult to manage



Are You Ready to Take the Next Step?

ORDER →

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5 Key Considerations for Implementing Statement of Work



1
Avoid
Misclassification



2
SOW
Specific
Goals



3
Change
Management



4
Bite the
Compliance
Bullet



5
Data
In
'real-time'

***Capture all workers and vendors
so there is lower risk of misclassification***



***Create SOW-specific
programme goals***

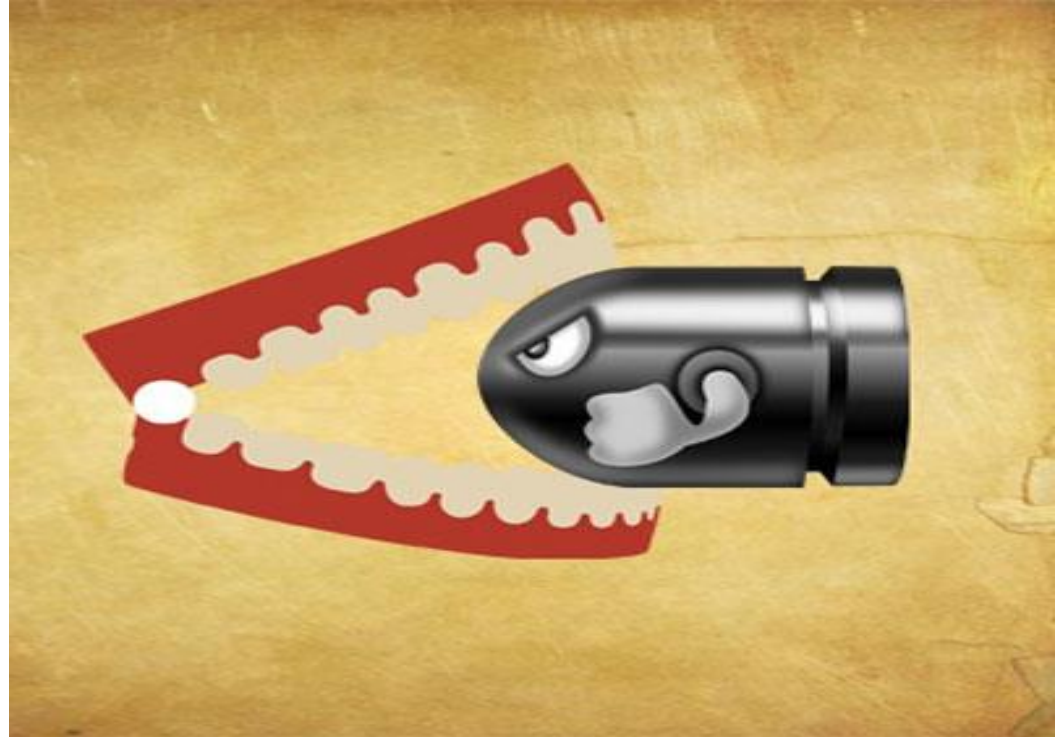


Change Management



SQUEEZING THE BALLOON

***Bite the
compliance bullet
before
it bites you***





***Data in 'real-time' and
available Data Integrity !***

For more information

Download free data sheets to learn more by clicking on each of the steps below.

STEP 1 SOURCING SOW-BASED SERVICES >>

Acquire goods and services at the most competitive rates.



- Simplify and standardize bid solicitation and evaluation
- Enforce compliance with deadlines, financials submission, and scoring criteria
- Create a vendor pool within the application of your preferred service providers
- Ensure communication between the client and vendors is anonymous

STEP 2 BUILD AND NEGOTIATE SOWs >>

Build and negotiate SOWs efficiently and collaboratively with selected vendors.



- Mitigate compliance risks and improve efficiency
- Provide complete visibility into the workflow process for easy, efficient process control
- Track, manage, and negotiate financial and budgetary requirements
- Track, document, and update versions of the draft document

STEP 3 MANAGE SOW-BASED PROJECTS >>

Gain visibility and control to ensure that vendors meet their milestones, deliverables, and acceptance criteria while ensuring accurate payments.



- Automate the relationships between compliance policies, business processes, resources, and regulatory standards
- Review deliverables and acceptance criteria to ensure they are met before invoices are submitted for payment
- Measure and report the success of your services procurement engagements

Visit the Services Procurement resources page at beeline.com

Looking for additional ways to cut costs and improve control of your extended workforce?

Check out these resources now: data sheets, whitepaper, case study, and video demo.

<https://bit.ly/2kCMxPu>

Consider scope...and the skills required to manage



<p>Larger Firms</p> <ul style="list-style-type: none"> • IT Consultancies • Management Consultancies • BPO Providers • Global 	<p>Small to Midsize Firms</p> <ul style="list-style-type: none"> • IT Consultancies • Management Consultancies • Midsize BPO Infrastructure Providers • Regional/National
<p>Individuals</p> <ul style="list-style-type: none"> • Independent Contractors • Content Experts • One- to Three-Person Firms • Local 	<p>Staffing Providers</p> <ul style="list-style-type: none"> • Traditional Staff Aug Providers • Talent/Skilset Experts • Small BPO Providers • Local/Regional/Global

Source: SIA SOW Mgmt. Expert Certification Course Module 5

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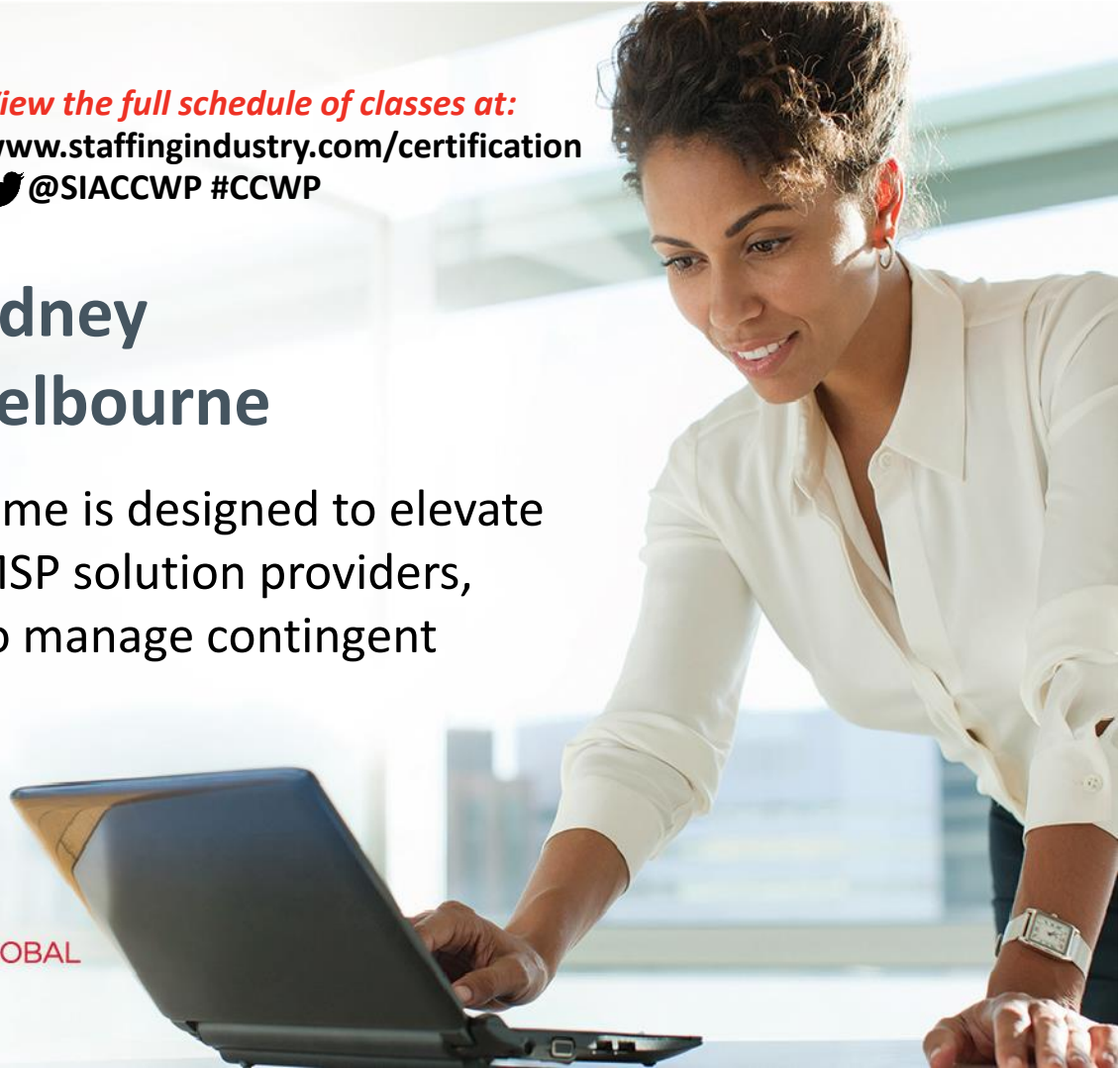
The CCWP accreditation programme is designed to elevate the status of HR, procurement, MSP solution providers, staffing providers and others who manage contingent workforce programmes.

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SIA Resources



- [SOW Maturity by Geography](#)
- [Workforce Solutions Buyers Survey 2017 – APAC Cumulative Report](#)
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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.

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