

Optimal Solutions and Technologies, Inc. (OST)

Using System Health Checks to Drive Efficiency within State Government

Industry:
Managed Services

Challenge:
Large amount of manual intervention in the program

VectorVMS Solution:
Vendor Management System

Key Benefits:

- » Shortened candidate review cycle by 10%
- » Increased candidate quality
- » Improved compliance
- » Automated manual processes



Company Profile

OST provides management consulting, integrated IT solutions, managed services, and research, development, and engineering services to clients in government and the private sector. As part of VectorVMS's Advantage Partner Program, they rely on our Vendor Management System (VMS) to simplify the contingent labor lifecycle for large managed services clients.



Business Challenges

OST experienced large and rapid growth in contingent labor usage for a client in state government. To maintain a high level of candidate quality and compliance required by their client, OST sought to optimize processes across the contingent lifecycle.



Finding Opportunities to Simplify, Enhance, and Automate

The VectorVMS platform features a robust tool—TRUTH Analytics—that captures user activity and enables us to offer data-driven insights into system configuration, user adoption of features, and program optimization.

Using TRUTH Analytics, we identified opportunities for OST to

- » **Simplify and accelerate candidate reviews** – By limiting the number of submissions allowed by a vendor on a given requisition, OST decreased the time to review candidates by 10%—while increasing the quality of candidates submitted.
- » **Enhance compliance** – TRUTH Analytics revealed that users were adding compliance documents retroactively. With an updated requisition template, OST can ensure that compliance items appear automatically when a requisition is submitted.
- » **Streamline timesheet approvals** – User behavior indicated that timesheet approvals were cumbersome. To accelerate the process, we improved the base configuration and deployed a solution that enables users to approve by email, eliminating several steps.
- » **Reduce manual effort to create requisitions** – We recommended updating and expanding job templates to include skills and other information that defines each position. As a result, OST was able to reduce the amount of time required to create requisitions.



A Shared Commitment to Client Satisfaction

Data from our TRUTH Analytics tool served as the foundation for a dialogue that helped OST meet the sophisticated and unique needs of contingent labor management for state government.

PeopleFluent shares OST's commitment to client satisfaction, and we continue to collaborate with them to deliver world-class vendor management.

With data and insights derived through TRUTH Analytics, we can continuously refine system configuration and advise managed services partners on best practices in contingent labor management.

This, in turn, empowers our partners to implement new clients quickly—leading to a faster time to value and greater client satisfaction overall.



According to Staffing Industry Analysts (SIA), first year savings with a VMS range between 10–15%.



About VectorVMS

VectorVMS delivers software and services to help businesses optimize their contingent workforce programs. Drawing on 20 years of experience, we help clients and MSP partners control costs, maintain compliance, and drive quality and efficiency throughout the contingent labor lifecycle. VectorVMS is a part of Learning Technologies Group plc (LTG). For more, visit vectorvms.com.

Contact Us

Find out how VectorVMS solutions can help you control costs, maintain compliance, and drive quality and efficiency throughout your contingent workforce program.

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