



# VectorVMS

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## CUSTOMER SNAPSHOTS

**Shared Managed Services Success Stories**

## INTRODUCTION

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Shared Managed Services (SMS) is a hybrid program that allows VectorVMS clients to directly manage their contingent workforce program while still receiving specialized services of their choosing. From consulting to managing the day-to-day administration, SMS clients have direct access to experts who can help take the pressure off direct contingent workforce management.

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This collection of real-world customer success examples is grouped by these components of an SMS program

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# TECHNOLOGY DELIVERY



## SELF-MANAGED PROGRAMS

Our SMS program managers set up their clients for success in the long term. Clients are equipped with the information and experience they need to become self-sufficient and expand to additional sites or departments on their own.



**One healthcare organization was so successful that the program was expanded to its parent company.**

## EFFICIENT, EXPERT-GUIDED IMPLEMENTATION

Our eight-week implementation model uses proven methodologies for an efficient implementation. Our seven phases include multiple sign-off points to ensure the final product is delivered as smoothly as possible. This method allows for flexible timing—our team works with customers to develop a realistic implementation plan that fits their schedule.



**With a deadline fast approaching, one construction and industrial supply company achieved implementation in just 14 days.**

# INTEGRATIONS AND PLATFORM ENHANCEMENTS

We understand that there's no such thing as a one-size-fits-all solution. Our SMS program managers facilitate discussions for needed integrations and changes to the platform that enhance the client's experience. These standard integrations include business intelligence reports run directly through the VectorVMS platform, and a robust technology ecosystem.



**Over a dozen integrations were completed to ensure one information technology client had all the access to all the systems it needed to manage its contingent workforce program.**

## TIME IMPORT MANAGEMENT

Even if other systems are used, our team works with clients to streamline data where and when they need it. Plus, we run reports with supporting data via VectorVMS's Business Intelligence module.



**One client imports time from an external payroll software into the VectorVMS system. This allows VectorVMS to invoice the client and pay their vendor partners. More importantly the client and vendor partners are able to pull timesheet data into reports from the VectorVMS system and business intelligence.**

## CREATING EFFICIENCY ON THE GO

We support our clients by activating the mobile app for on-the-go requisitions, engagements, timesheeting, and expenses approvals. This is especially helpful when your hiring managers are on site with limited access to a computer.



**A large utility company implemented the VectorVMS mobile app with the assistance of SMS, allowing its managers to complete approvals on the go.**



# RISK MITIGATION



## SUPPORTING CLIENTS WITH COMPLIANCE MANAGER

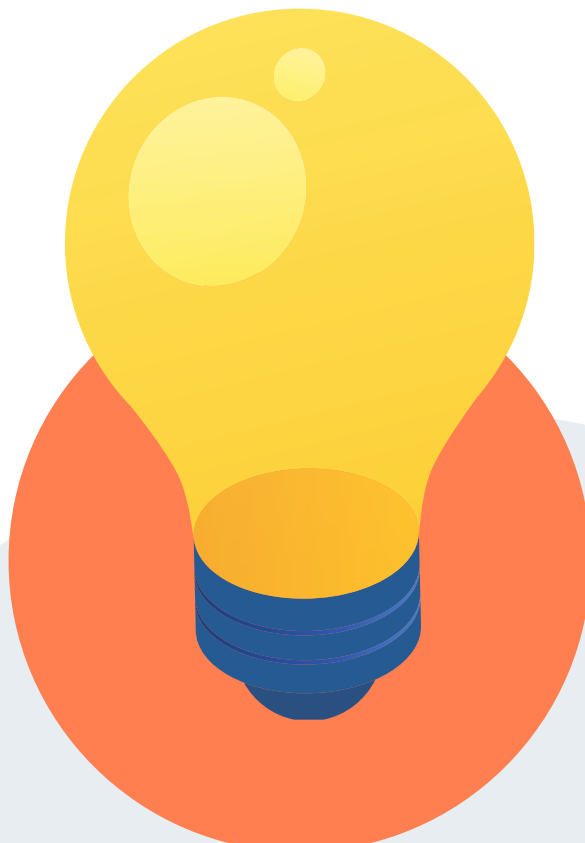
SMS program managers set up their clients with Compliance Manager to track any and all training requirements, worker information, contractor pay verification documentation, onboarding, offboarding, and more. This can include, for example, background checks, security documentation, and employment conditions.



**One customer in the financial industry uses an automated background check that is triggered using its adjudication requirements and sends candidates back as, “meets client’s policy” or “requires client review.”**

## BUSINESS INTELLIGENCE FOR DAY-TO-DAY APPLICATION MANAGEMENT

When organizations need data analysis, their SMS account manager can help ensure they get the information they need via business intelligence reporting. This is often utilized for auditing purposes such as pending and outdated requisitions or engagements, missing timesheets and expenses, and more.



**One of our SMS program managers creates and reviews reports on a weekly, monthly, and/or quarterly basis. This helps maintain the system to ensure it is up to date and accurate.**

## IMPLEMENTING RISK MITIGATION POLICIES

Your SMS account manager is there to help implement any aspects of contingent workforce management you may need. For example, you may want to implement a “Do Not Rehire” policy for former employees who are not eligible to return.



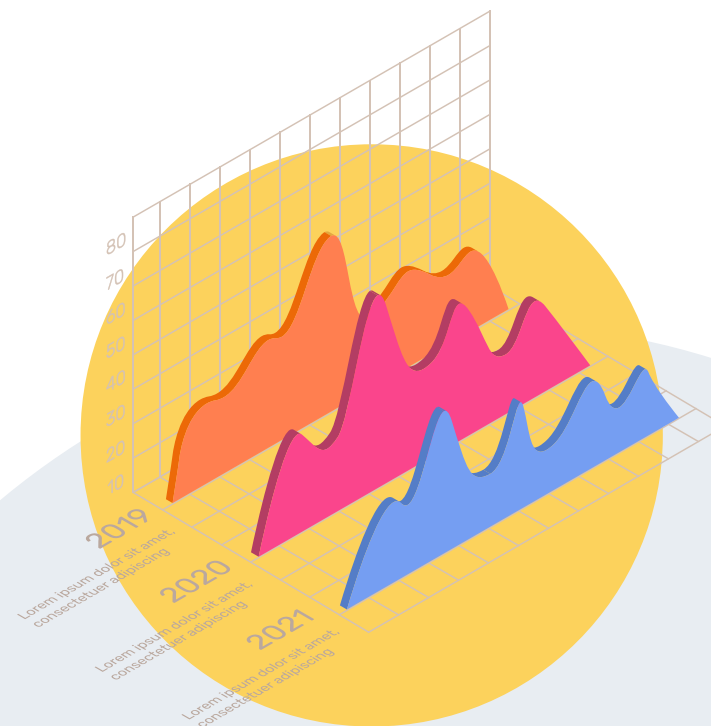
**One HRIS company worked with its SMS program manager to create a weekly integration that prevents that prevents ineligible former employees from coming back as contractors**

# VENDOR MANAGEMENT



## VENDOR PERFORMANCE TRACKING AND TIERS

In addition to everyday tasks, SMS can provide strategic consulting. The SMS team will work with you to establish a vendor performance strategy to include any metrics you need, including vendor KPIs, vendor scorecards, vendor audits, and vendor service reviews. Plus, SMS clients can choose to have their account manager review and update vendor tiering annually based on performance, audit results, and manager feedback. They may also engage Tier 2 vendors whenever additional support is needed or as a trial before moving to Tier 1.



**One top transportation technology company uses the data provided by its SMS program manager for visibility of its top-performing vendors. This helpful information allows it to properly tier its vendors, ensuring it gets the best possible talent for the job. The company reviews data presented by its program manager to determine which vendors are top performers, informing its strategy moving forward**

## PERSONALIZED RFP SUPPORT

Vendor-managed service agreements can require additional information. Our SMS account managers can provide RFP samples for vendor MSAs, providing organizations with a shortcut to an effective RFP for their program.



**A healthcare client needed assistance with creating an RFP to engage additional vendor partners into its program. The SMS program manager was able to provide several RFP samples to meet the organization's business needs and highlight the Ts & Cs for the program.**

# FINANCIAL SOLUTIONS





## COST SAVINGS, AVOIDANCE, AND NEUTRALIZATION

VectorVMS SMS clients save 5-15% in contingent workforce spend, mostly in the form of cost avoidance and neutralization. Keeping track of and reducing costs is crucial for any contingent labor program. VectorVMS SMS account managers assist their clients with customized reports that cover all of the areas they need to review, such as overtime spend, rates over the req class hourly high rate, and more.



**One major financial services company sees a detailed breakdown of its quarterly cost savings, compiled by its SMS program manager. This provides an additional level of visibility beyond the VMS platform.**

## CONSOLIDATED INVOICING AND PAYMENTS

Too many invoices with many different payment terms? VectorVMS consolidates all approved timecards, expenses, and invoices on a weekly basis and delivers an invoice to the customer with our Consolidated Invoicing Payments (CIP). Once implemented, CIP adopts payment obligations to the supply chain and the SMS program manager will answer any invoicing questions from the organizations and its supply chain.



**A prominent healthcare technology and services organization uses CIP to simplify its contingent workforce payments, enabling it to reduce the burden on its accounting team. This allows the company to focus more time on strategy and less time on administration.**

# PROGRAM OPTIMIZATION



## WORKFLOW ADJUSTMENTS

Your SMS account manager gets to know your program, and may see ways to optimize its efficiency by recommending how different roles manage certain tasks. Our SMS clients make adjustments based on our clients' specific needs, such as changing approval workflows.



**Our SMS program manager configured the platform of a large government IT department to accommodate role-based permissions, ensuring everyone involved in the contingent workforce program has access to the exact information they need to be efficient and effective.**

## TECH CONFIGURATIONS FOR USERS

To improve communication efficiency across the extended workforce, our SMS account managers can implement a series of functions and configurations in the platform. Some configurations include Guide Me for answering simple process questions, automated notifications for specific events or activities in the platform, and attachments for housing organization documents useful to vendors.



**One financial services company implemented Guide Me with the help of its SMS program manager, reducing support calls related to the VMS by 20%.**

## SCHEDULED HEALTH CHECKS

SMS account managers are committed to ensuring clients get the most out of their VMS. Through regular health checks, they can identify when there might be opportunities for additional demonstrations and training for the user base.



**The SMS program manager to a large financial institution used a health check to outline a plan for incorporating requisition templates for highly recruited positions to reduce the time it takes to create requisitions.**

## CALCULATING RATES AUTOMATICALLY

Configuring automations can feel daunting during implementation. The VectorVMS team supports clients by utilizing billing rules to track annual leave, public holidays, sick leave, on call, shift differential, and more.



**Clients utilize our billing rules to calculate rates automatically within the system. Bill rates can be calculated from pay rates based on contractual mark-ups. Overtime bill rates can be calculated based on the straight time bill rate. It also allows the ability to calculate other rates such as shift differentials, daily pay, and double time.**

# RATE MANAGEMENT





## MARKET DATA AVAILABILITY

With experience in contingent labor and staffing, our team is able to provide market data for specific positions that clients may need to determine appropriate rates. Having this outside information helps our clients remain competitive while not overspending.



**Using third-party analytics, the SMS program manager supporting a large medical system analyzed rates by job and location, ensuring they were comparable to the market for best value.**

## CREATING SMART REPORTS

With our integrated business intelligence platform, reports do more than just show past data. They're configurable to allow nearly real-time alerts for activity that might need your attention. Your SMS program manager can help you set up alerts based on report parameters that are important to you.



**One healthcare facility worked with its VectorVMS SMS account manager to create a custom report with specified thresholds that appear highlighted on the report so it doesn't miss an overage.**



## I ABOUT VECTORVMS

**VectorVMS combines innovative and trusted technology with in-depth industry expertise to create specialized contingent workforce programs. Our configurable platform enables organizations to have full visibility into their contingent labor programs, giving them the confidence to maintain compliance, reduce costs and drive efficiency in their extended workforce.**

We work closely with clients and partners—drawing on 175+ years of collective experience to combine the right people, process, and technology to design and implement best-fit vendor management solutions.

VectorVMS delivery models are the most flexible in the industry. We empower clients to manage strategic sourcing entirely in-house or through one of our many trusted managed service providers (MSPs). Plus, with our Shared Managed Services (SMS) program, we augment client resources with a team of experienced program managers who provide operational support, white-glove service, and advice on industry best practices.

A part of [Learning Technologies Group plc \(LTG\)](#), VectorVMS also powers a total talent ecosystem that gives clients a holistic view of their contingent and full-time workforce.

Find out how VectorVMS can deliver end-to-end visibility and control over your contingent workforce with a flexible VMS that's trusted by leading healthcare organizations.

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