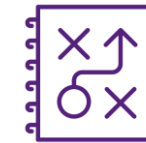




CASE STUDY

Australian Energy Company



Challenge

Energy-Co has in excess of 300 suppliers and service providers, spending approx. \$300-\$450M pa on their extended workforce. Whilst some processes and systems exist, they are not consistent Companywide nor do they address the requirements of the business for the various categories of the extended workforce.

Energy-Co Procurement commenced scoping the project to review and analyse the business problems, risks and opportunities with the priority of implementing a holistic Contingent Workforce (CWF) Solution.

The Procurement Category Manager's of Energy-Co do not have the deep expertise or the capacity to facilitate the formation of the business case required to design, execute and implement such a critical program with impact across the whole organisation

Collaboration Approach

Energy-Co sought the expertise required to partner with Procurement to support the scoping and design of a tailored CWF program. The Human Collaborative was selected for this project and has partnered with Energy-Co, via a series of phases, to facilitate diverse stakeholder sessions to scope the complex business requirements; review current systems and processes; undertake analysis of all available data; and identify high-level benefits categories to substantiate internal seed funding to progress the business case.

With approved internal seed funding, and the agreed path forward to go-to-market, The Human Collaborative in conjunction with Energy-Co Procurement, designed and released an RFP for Managed Service Provider (MSP) and Vendor Management System (VMS) for all of the extended workforce requirements.

Results

The Core Project Team was formed consisting of Procurement, People & Culture, subject matter experts and The Human Collaborative advisors. The Human Collaborative team, with deep expertise in the MSP & VMS market advised the Core Team on the suitably experienced respondents who subsequently received the RFP.

Users, experts and technical specialists formed an evaluate group, resulting in the shortlisting of 3 MSP and 2 VMS potential partners. Further evaluation, presentations, case study review and detailed references have resulting in identifying the preferred MSP and VMS partners.

At this time, The Human Collaborative continues to work with Energy-Co on the finalisation of solution design; 5-year business case and benefits modelling; implementation planning for phased deployment; and advisory input for the execution of Master Service Agreements, Scope of Works and SLA/KPI frameworks for both potential partners. Implementation is forecasted to commence in Q1/FY2024.