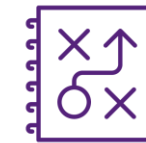


CASE STUDY

Optus

“Through our partnership with THC, we were able to build out a comprehensive stabilisation plan...and not only did we get Executive buy-in, but we delivered significant enterprise-wide change and improvements through the project on time and on budget. No mean feat!”

- Executive Sponsor at Optus



Challenge

- 8,000 non-employee workers in Australia alone.
- Non-employee workers sourced and engaged from agency suppliers, payroll providers, independent consultancies, specialists and large-scale service providers.
- Annual spend approx. >\$750M pa.
- May 2022 - Optus implemented an internal Contingent Workforce Program (CWF), including a Vendor Management System (VMS) for the non-employee workforce's agency contractor and payroll provider segments.
- October 2022 - issues post initial go-live following ineffective implementation: concerns data migration, data integrity, VMS configuration was not designed to address the complexities of the next implementation phases.

Collaboration Approach

- January 2023 The Human Collaborative (THC) was engaged to review the implementation.
- THC mobilised a team of skilled and experienced experts to undertake an implementation audit, including UX, data integrity and accuracy, contractual compliance assessment, and VMS configuration and integration review.
- February 2023 - After THC's audit, the Core Project team, including P&C, executives, users and the VMS partner, was formed.
- Data Stabilisation, Supplier Panel Renewal and VMS reconfiguration are in progress with the right team, systems experts and process being established.
- Additional VMS modules and expansion across APAC are now in scope as the CWF model grows.

Results

- Reviewed and reconciled over 100,000 line items of data linked to contractor engagements
- Over 47 process improvements, optimised VMS for all workers
- 99% timesheet and invoice accuracy
- 100% onboarding compliance
- Renegotiation of \$300 million in value of supplier contracts
- Increased NPS for Optus' business users, contingent workers and suppliers
- THC delivered the project on time, on budget and with more benefits than originally set out in the scope.