

Contingent Workforce Solutions

Contingent Workforce Solutions helps organisations bring enterprise discipline to how external work is defined, sourced, approved, managed, controlled and optimised. It creates visibility across worker categories, suppliers, spend, risk and commercial opportunity, and establishes a modular model for strategy, operating design, assurance and program optimisation.

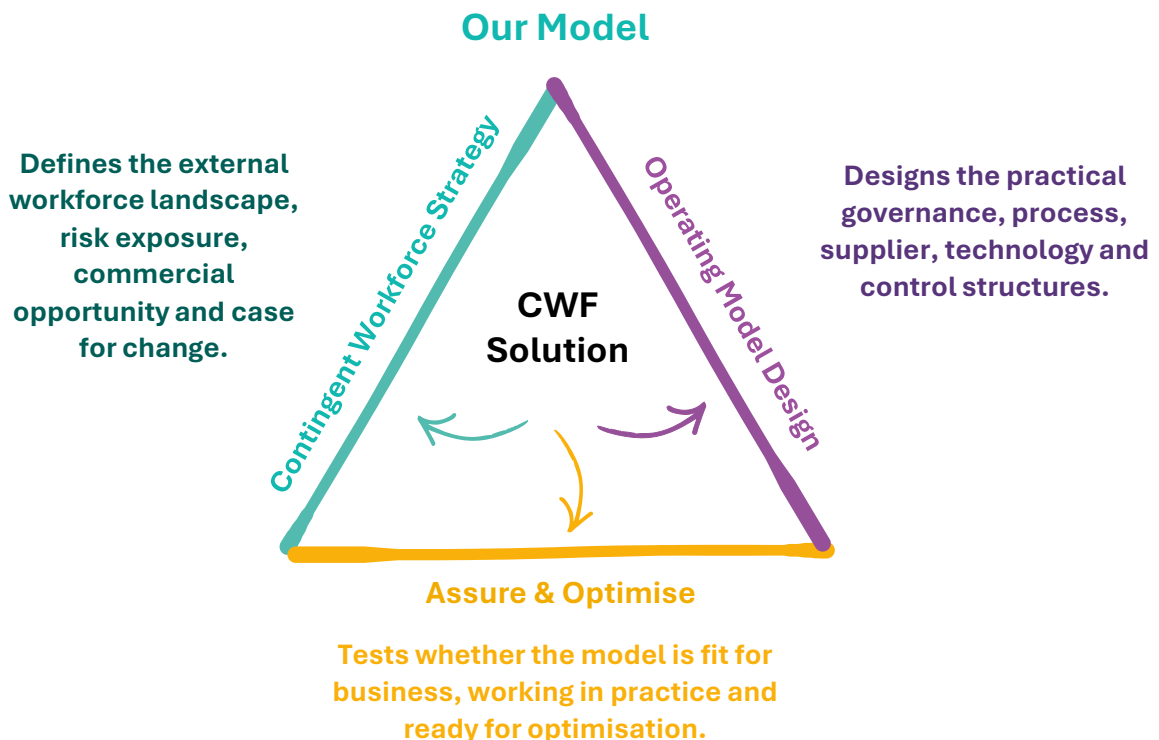
Why Contingent Workforce Matters

External workforce channels are becoming a more strategic part of how organisations access capability, deliver business-critical work and respond to changing demand. Contractors, consultants, labour hire, SOW providers and managed services are no longer simply a capacity lever; they often support specialist, customer-facing and operationally critical activity. Yet the same planning, governance and cost discipline applied to permanent employees is often not applied consistently to the extended workforce. As scale and complexity increase, organisations need coordinated governance across HR, Procurement and the business to manage workforce decisions, buying channels, controls, spend and risk. Without this, ownership becomes fragmented, controls weaken, visibility reduces and commercial improvement opportunities are missed.

'The complexities in our workforce were clear, but when people and spend data were compared, we realised we were wrong by over 30%'
Chief Procurement Office – Energy Co.

Our Solutions

Our solutions are modular, not strictly sequential. Clients can engage one or more elements based on maturity, program status and business priority: Contingent Workforce Strategy → Operating Model Design → Workforce Assurance & Program Optimisation. Each element can stand alone or combine to strengthen the external workforce ecosystem.



Solution Offerings

The solution combines strategic visibility, practical design, independent assurance and optimisation tools that help clients improve external workforce risk, cost, control and performance.

Service	Offerings	Outcomes
Contingent Workforce Landscape	<ul style="list-style-type: none"> • CWF Landscape Summary • Worker Category & Engagement Model Definitions • Spend, Supplier & Workforce Mix Insights • Risk & Commercial Opportunity Assessment • Case for Change • Strategic Roadmap 	<ul style="list-style-type: none"> • Clear external workforce scope, definitions and visibility • Risk and commercial case for change • Prioritised savings hypotheses and strategic roadmap
Operating Model Design	<ul style="list-style-type: none"> • Target-State Operating Model • Taxonomy & Decision Tree • Governance / RACI / Decision Rights • Process & Control Blueprint; Supplier & Commercial Control Model • Risk & Control Framework • Reporting, Analytics & Technology Requirements • Implementation Roadmap 	<ul style="list-style-type: none"> • Fit-for-business operating model ready for implementation • Clear governance, decision rights and control ownership • Aligned supplier, process, technology and reporting design
Workforce Assurance & Program Optimisation	<ul style="list-style-type: none"> • Current-State Review • Design & Execution Gap Assessment • Risk Control Assessment Framework • Control Maturity Heatmap • Savings & Value Opportunity Register • Prioritised Improvement Roadmap Optimisation Backlog 	<ul style="list-style-type: none"> • Independent view of model effectiveness and control maturity • Risk Control Assessment Framework output and maturity heatmap • Prioritised control uplift, savings and optimisation backlog

Engagement Model

Contingent Workforce Solutions are delivered as a modular advisory model. Clients can engage the solution that matches their current maturity, program status or business priority. Where workflow, data, reporting or platform enablement are material, the solution works alongside our Technology Optimisation solution to provide comprehensive ecosystem management.

Why Clients Choose This Model

Clients do not always need a full transformation program; they need the right entry point and a clear path to action. This model allows organisations to start where value is highest, whether that is visibility, risk assurance, commercial improvement, operating model design or sustained optimisation. We combine independent external workforce expertise, risk and control assurance, commercial improvement analysis and practical execution design.

Contact us



The Workforce Assets

Most organisations define workforce strategy through the lens of permanent employees. In reality, organisations execute strategy through a portfolio of workforce assets across four interconnected components: **Build, Buy, Borrow, Bot**

When these four components are intentionally designed together, organisations create a workforce model capable of supporting flexibility, scale, resilience and transformation execution. When they are not, organisations discover that the most critical work in the operating model is being delivered through workforce elements that are least visible and least strategically governed.

Business Strategy

