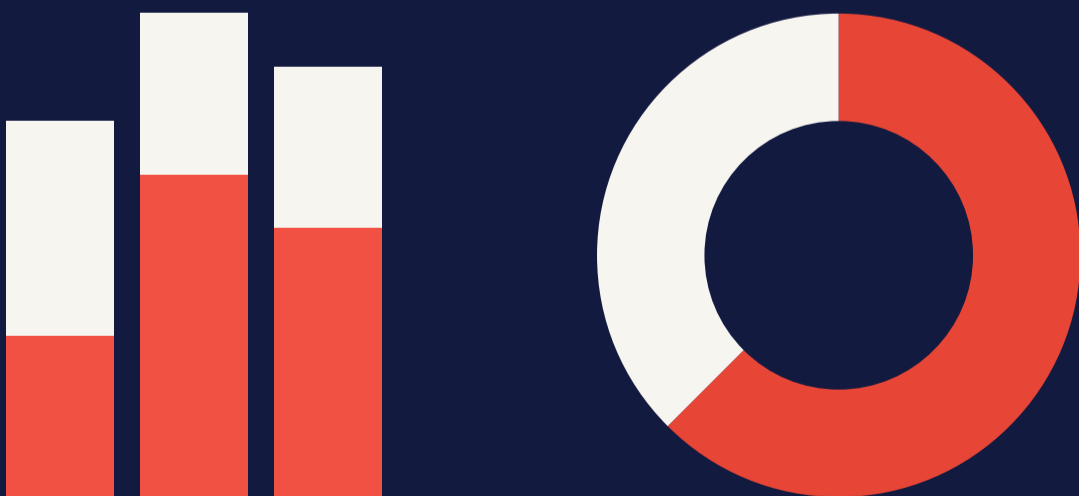


# randstad's Statement of Work (SoW):

## case studies.

Randstad's Statement of Work (SoW) offering has been designed according to data and insights gathered from over 500 enterprise customers globally. In 2019 we managed over £6billion of spend, and on-boarded over 20,000 consultants and project teams, all delivering business critical projects in a transparent, agile and cost-effective way.

The following case studies will provide you with some real examples of how organisations have implemented SoW solutions to gain greater spend control, uncover significant savings and reduce risk of non-compliance.



# Including Statement of Work in your managed services program.

## the situation

Seeking an integrated talent sourcing model to manage both staff augmentation (temp and contingent talent) and **Statement of Work (SoW)** workers, the client saw an opportunity to expand its existing MSP talent model. Previously, SoW talent acquisition was decentralised, largely controlled by the individual business units or departments who utilised the workers. Without standardisation and internal controls, former processes made it difficult to evaluate supplier performance and ensure the technology leader was getting the best talent at the best price. The company's talent leaders also hoped to enhance worker tracking capabilities, and project and talent reporting for individual SoW spends, to avoid leaving possible cost savings on the table.

## the solution

The primary focus in the first year of the SoW program was developing a platform that would help the company realise savings, as well as initially facilitating change management and establishing new processes. Taking advantage of an on-site Randstad SoW specialist, who was already familiar with the client's complex talent ecosystem, the expanded solution was quickly made operational.



## the results

With on-site SoW workers added to the company's managed talent mix, the client is able to exercise the same rigor of process control, program governance and tail spend oversight that is applied to its broader contingent talent model. Management of the SoW program is now centralised, unburdening individual project managers.

HR has improved control and management of the SoW talent acquisition process, and better oversight into the workforce needs. With total visibility, they now have control of compliance demands through effective worker badging and classification process.

Procurement can easily identify high performing SoW vendors, and easily track payments and spend data. Through supplier management and a competitive tender process we secured our client more competitive rates and partnered with them every step of the SoW buying process, from RFP, to negotiation, quality standards, acceptance criteria design through to invoicing and onboarding.

Meanwhile, the business sponsors have more accurate project monitoring and reporting capability for their deliverables and outcomes. Working closely with a Randstad SoW Subject Matter Expert onsite, means they can award projects quicker, by rapidly identifying the high performing suppliers. Access to the skills and capability that they need has never been so quick, easy and efficient.

With a continuous improvement plan in place with the customer, we constitute to identify opportunities to further align the Contingent Workforce Strategy with the broader business goals.

# increasing visibility of the Statement of Work buying process.

## the challenges

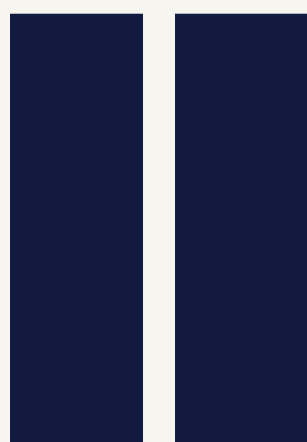
This tech giant had limited visibility into its IT services spend and was dealing with multiple IT suppliers that were delivering into staff augmentation, staffing and SoW channels. As a result, the suppliers were constantly managing to evade tenure restrictions, rate card rules and any kind of performance management transparency. This in turn meant they had no way of controlling costs, performance measuring suppliers based on ROI or even the ability to rationalise supplier lists.

## the solution

Randstad initially conducted an audit and review process for the tech giant, after which they deployed a **solution** that enabled them to track, monitor and manage all of their SoW's in one simple to use system. With one system for the business, HR and procurement to access the data they need and the support of RSR subject matter experts onsite, the client was rapidly able to add visibility and cost control measures to their process.

## the results

The results were enormous. With £5 million of SoW spend, and £13 million worth of staff augmentation captured in the new system, a new level of visibility and control was added to the process. With multiple channel suppliers consolidated, rate cards standardised and multiple geographical locations accounted for, over £1million was saved, and this is only the beginning. With all the data captured from the programme, the bidding process was guided more accurately by those suppliers providing the highest ROI, and as a result we continue to cut costs and optimise the performance of the SoW buying process.



# increasing quality, decreasing costs using Randstad SoW projects.

## the challenges

This global banking client was looking for a more effective way to access, manage and track niche skills and capability within their regulatory change management function. Typically reliant on either permanent employees or external consultants, they were paying in excess of £2,000 per consultant per day, equating to a total annual spend in excess of £3,000,000 for a team of eight, with no way of tracking their deliverables, costs or performance against the pre-agreed statement of work. They were seeking a more sustainable approach which returned cost savings, improved accountability of consultants, and enabled them to scale up and down rapidly with on demand access to niche, pre-qualified skills.

## the solution

Randstad SoW projects were perfectly placed to solve these challenges. Using our own technology, we gave the Reg Change team access to a means of acquiring pre-qualified consultants, and full transparency to track not only their performance against pre agreed deliverables and timelines, but also spend data. Our solution includes both advanced analytics to help forecast requirements ahead of time, and baked-in mechanisms that mean workers are fully compliant according to internal and external regulations.

## the results

Our Consultants rate cards saved on average a whopping 31% per SoW generated, meaning the client can achieve more, faster. The money saved meant that these projects were delivered faster, and the full transparency delivered via our app means concerns about compliance risks and poor supplier performance are a thing of the past. The Reg Change team now has a fully flexible solution that scales up and down according to the needs of the business. On top of that, we are building and managing a community of preferred suppliers, so that the delivery of projects continues to improve both from a cost and quality perspective.



# audit review.

Request **free audit review.**

Randstad's SoW specialists will work with you to tailor a specific solution fit for your business needs.

For more information see

<https://www.randstad.co.uk/employers/statement-work-SoW/>

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