IT Services Enhances Global Vendor Management with SimplifyVMS

A leading global IT services company, operating across 15 countries with over 50,000 employees, was facing increasing complexity in managing its vendor relationships. With an annual spend of $1.2 billion on contingent labor and over 200 active suppliers, the company needed an efficient system to streamline vendor management. Each of its business units operated independently, resulting in inconsistent policies, lack of standardized processes, and limited visibility into supplier performance.

The company struggled with managing diversity tracking, reporting inefficiencies, and timesheet approvals across its global workforce. With operations spanning industries from healthcare to finance, ensuring compliance and accurate invoicing was critical.

Challenges in Vendor Management

The company faced several key challenges in vendor management:

- **Inconsistent System Management**: Difficulty in managing settings and configurations across business units led to inconsistency in policy application and data governance.

- **Supplier Diversity Tracking**: The organization lacked tools to accurately track diversity information across its suppliers, making it challenging to meet its diversity and inclusion goals.

- **Complex Reporting and Analysis**: Data silos made it difficult to consolidate information from various modules, hindering data analysis and decision-making.

- **Onboarding and Workflow Standardization**: Onboarding workflows and job templates varied across business units, making it inefficient to standardize processes across the organization.

- **Timesheet and Attendance Tracking**: Managers had no unified system to track workers' timesheets and attendance records effectively. The company struggled to monitor overtime, double-time, and regular hours, which complicated the calculation of accurate pay and billable amounts. The lack of an easy approval mechanism for submitted timesheets further slowed down operations.

Selection of SimplifyVMS

The company chose SimplifyVMS based on the following factors:

- **Customization Capabilities**: SimplifyVMS provided the flexibility to create Build Your Own Reports, and workflows which are tailored to the company's unique business needs.

- **Diversity Management**: The platform's ability to track diversity spend and monitor supplier diversity initiatives was a crucial factor in the decision-making process.

- **Advanced Reporting Features**: The extensive filtering and data consolidation capabilities SimplifyVMS offered enabled the company to pull information from various business units and sources.

Implementation Process

The implementation of SimplifyVMS was a structured and consultative process:

- **User Acceptance Testing (UAT)**: A dedicated UAT environment allowed the company to review changes and provide feedback before going live.

- **Pre-Beta Release Communication**: The company received pre-beta release information and a roadmap outlining future updates, helping ensure alignment with its strategic goals.

- **Custom Configuration**: During implementation, workflows, reports, and user roles were configured to align with the company's needs, allowing for efficient system management and business unit segregation.

Key Features of SimplifyVMS

Several key features of SimplifyVMS were crucial for addressing the IT services company's vendor management challenges:

- **System Management**: SimplifyVMS enabled centralized management of settings and configurations across business units, ensuring consistency in data governance and policies.

- **Diversity Tracking**: The platform allowed the company to capture diversity information about its suppliers, such as diversity type, certification IDs, and expiration dates, promoting an inclusive supply chain.

- **Timesheet and Attendance Tracking**: The platform enabled managers to easily track worker timesheets and attendance records. Dashboards displayed overtime, double-time, and regular working hours for submitted timesheets. Additionally, the system calculated appropriate pay and billable amounts for each worker. Any approved timesheets were highlighted as pending tasks for the manager, allowing for quick approval with the click of a button.

Future Plans and Expansion

The company plans to further leverage SimplifyVMS by:

Expanding Diversity Initiatives: SimplifyVMS will continue to play a key role in supporting the company's diversity spend tracking and reporting initiatives, promoting a more inclusive supplier base.

Ongoing Workflow Customization: As the company grows, it plans to continue customizing workflows and processes to accommodate new business units and cost centers.

Results

The implementation of SimplifyVMS has led to significant improvements in vendor management for the IT services company.

- **Operational Efficiency**: Streamlined onboarding workflows and automated processes reduced the time spent on administrative tasks.

- **Enhanced Diversity Tracking**: The ability to monitor and report on supplier diversity helped the company meet its diversity and inclusion goals.

- **Simplified Timesheet Management**: Timesheet approval and tracking became more efficient, with managers able to monitor hours worked and approve timesheets with minimal effort, ensuring accurate payments and billing.

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