



Creating a single process to tame wild suppliers



Review & Insights



Transformation

What we discovered:

Discovery's costs for contingent recruitment were running wild. There was a distinct **lack of governance** over their suppliers, with their in-house agency - FSG - managing one pool of workers, another supplier managing another and a separate managed service for their freelance employees. So we decided we had to **consolidate all these suppliers into one programme** so Discovery could have complete governance and visibility over their contingent workforce.



Solution:

We knew we could add value to Discovery by **transforming their transactional in-house recruitment team, into a strategic programme** that brought all the contingent management under one single umbrella. We embedded one of our team onsite at Discovery who worked with the business to source and manage contingent workers and engage with their suppliers.

We also aided them with the **implementation of Fieldglass VMS** - a workforce management software. In order to ensure a smooth transition and universal buy in, we conducted **supplier and manager training** on Fieldglass and **created all of the training materials** for these sessions.

We then proposed a **full MSP solution** that would replace FSG internally, with a fully outsourced programme to RTM which would also integrate fully with the new Fieldglass VMS system. They have since accepted this proposal.





Creating a single process to tame wild suppliers

Impact:

- We created a process that helped them **manage their suppliers in a strategic manner**
- There is now a **single point of contact** for all non-permanent requirements
- **Fieldglass VMS** was fully integrated
- Their contingent workforce data now sits in **one system** allowing for better quality reporting
- We implemented a **rate management** scheme for suppliers
- We ironed out potential risks ready for upcoming employment legislation
- Consolidated the **invoicing and payment processes**



RTM have proven to be a true partner, understanding our business nuances to offer a bespoke solution that will transform the way in which we engage and manage our non-permanent workforce for the UK in the future. I'm excited to see the results over the coming months.

Senior Director of Talent Acquisition - International @ Discovery