CASE STUDY

HOW A NORTH AMERICAN BASED COURIER COMPANY GAINED COMPLETE VISIBILITY AND CONTROL OF ITS CONTINGENT WORKFORCE WITH CONEXIS VMS

Learn about the challenges faced by a North American courier company and how we helped them reach a cost-effective solution by implementing Conexis VMS.

Conexis

WHAT'S INSIDE

INTRODUCTION

Are you looking for a solution that will help your business improve how it manages its contingent workforce? Do you want to better analyze your staffing agency's performance and save money within your non-employee workforce?

We know that managing a contingent workforce isn't easy. At the same time, we also understand just how important successfully managing your non-permanent workforce is to the overall growth of your business.

When your business relies on ineffective and fragmented contingent workforce management processes, your company will experience a range of issues that may not even be visible - such as time-consuming processes, a complete lack of visibility into staffing agency performance, rogue spend and so much more.

But don't worry, Conexis VMS has the solution for you.

In this case study, we're going to take a look at how a large courier and delivery company, headquartered in Canada and working for some of the most successful online retailers across Canada, was able to resolve the challenges within their contingent workforce by simply implementing and using the Conexis Vendor Management System (VMS) software platform.

Here's how "The Courier Company' was able to realize significant cost savings and improved workforce quality by implementing our vendor management software technology.

THE CHALLENGE

Managing a contingent workforce is incredibly complex.

It involves managing a huge amount of staffing agency and contingent workforce data, as well as a wide range of processes from sourcing and vetting staffing vendors, onboarding, assignment management, project management, offboarding, analyzing vendor performance, time entry, payments and much more.

This becomes even more complex when your business has a large number of temporary workers and independent contractors that are spread across multiple locations.

That was the case with The Courier Company, which had more than 1,500 non-employee workers a day during peak periods throughout the year, spread across dozens of locations throughout Canada.

To make this even more complex, the organization had no real centralized or standardized way of managing staffing agencies and contingent workers across the entire business. Instead, hiring managers across The Courier Company's multiple locations were doing their own thing, managing their staffing agencies using manual spreadsheets, paper timesheets and emails.

This resulted in The Courier Company's headquarters struggling with a complete lack of visibility and control over the business's entire contingent workforce and staffing agency processes.

As a result, The Courier Company was experiencing significant no shows, high temporary worker turnover and significant cost issues but had absolutely no data to help them drill down and identify the root cause of these issues.

Worst of all, these challenges were having a huge impact on customer satisfaction, with the organization struggling to meet its fulfillment goals.

The business was at a loss for how to best gain control of, and resolve, these challenges.

THE SOLUTION

With a huge number of challenges impacting The Courier Company's workforce, the business started to suffer as a result.

During one of the company's peak periods in 2018, a mixture of staffing agencies performing poorly, completely out of control costs and issues around temps not showing up for work, The Courier Company began to experience serious customer satisfaction issues.
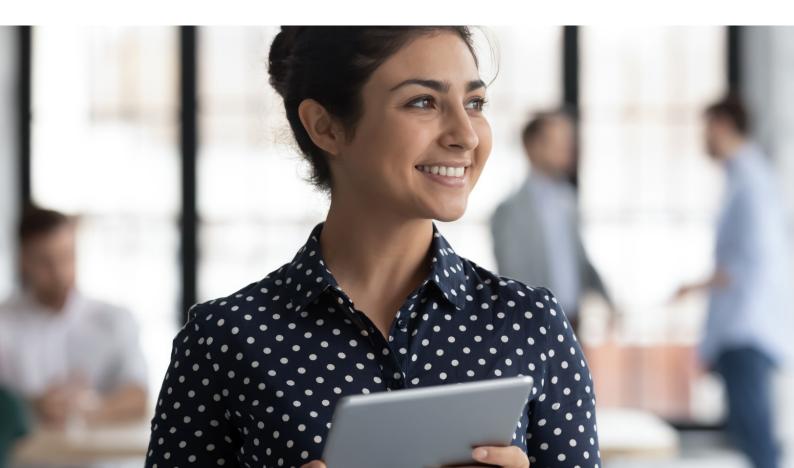
This was the turning point for the organization. They knew that to turn customer satisfaction levels back around, they would have to find a solution that addressed the issues they were experiencing within their temporary workforce.

At this point, they turned to the help of Conexis VMS due to its unique no minimum spend requirement pricing model, as well as its ease of implementation – in which companies can be onboarded and up-and-running with the software in as little as 48 hours.

To ensure The Courier Company was able to gain complete visibility and control over its contingent workforce across all of its locations in Canada, Conexis VMS put all of its temporary worker and staffing agency data in one consolidated and centralized location.

For superior efficiencies, Conexis VMS integrated with some of the company's other systems allowing time & expense data to be pulled from an application programming interface (API) with all of the company's timecard data moving directly into their ERP system for improved visibility.

So, how has all of this helped improve the company's contingent workforce? Let's find out!
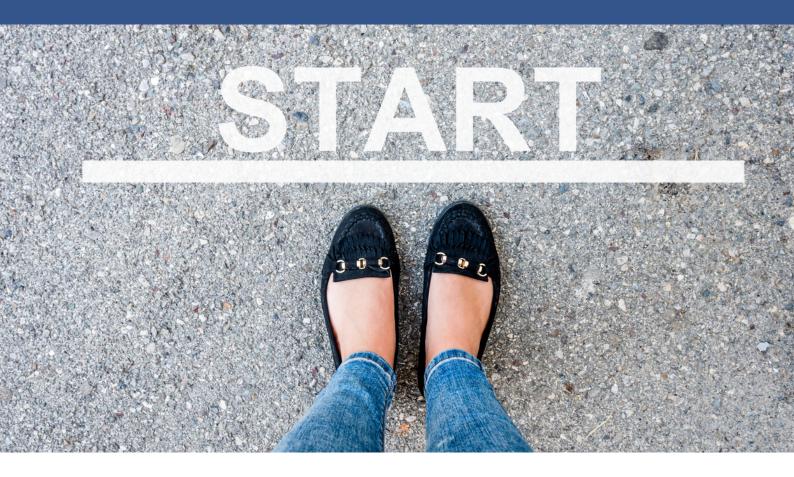
THE OUTCOME

Since implementing Conexis VMS across the entire organization, The Courier Company has gained complete visibility and control over the hiring and management of temporary workers across all of its locations throughout Canada.

This visibility and control means The Courier Company now has the data it needs to successfully analyze and standardize staffing vendor management across its entire business.

This has resulted in significant benefits for the business, including:
- Turnover has been significantly reduced.
- Contingent worker no shows are down dramatically.
- Significant cost savings across the entire organization.
- Improved fulfillment has resulted in huge customer satisfaction improvements.

With that in mind, the company has realized both soft and hard savings from the implementation of Conexis VMS. Through improved efficiencies, cost savings and the ability to make better staffing agency decisions, The Courier Company is now perfectly positioned to achieve its business goals.

SCHEDULE A DEMO

Are you interested in learning how your organization can dramatically improve visibility and control over its contingent workforce? Don't just read about it, see it in action!

Find out first-hand how the Conexis VMS vendor management system will help your business automate and consolidate the management of staffing agencies and temporary workers, no matter how small or large your non-employee workforce budget is, on one user-friendly platform.

Reach out to us today. We would love to show you how the Conexis VMS would transform the success of your contingent workforce management program with a free software demo.

Demo

CONTACT

Conexis VMS is the very first vendor management system built to help small and medium-sized enterprises automate and improve their non-employee management process. The cloud-based software has been specifically developed with no minimum spend requirements, thereby helping companies manage their non-employee workforce no matter the size.

As an independently-owned VMS provider, Conexis VMS gives organizations around the world all the tools and knowledge they need to manage a successful contingent workforce management program.

To learn more, visit Conexis VMS at: (www.conexis.io).

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