

Case Study

Education Support Services at an Ivy League University

Spherion provides higher skills, higher service, higher value

Results at a Glance

Challenge:

- Utilized 16 staffing vendors & paid widely varying mark-up rates
- Desired better management & quality of flexible workforce
- Wanted to consolidate vendors, reduce overall costs

Solution:

- Provided on-site management team for improved access & management
- Standardized mark-up rates, hiring practices & on-boarding program
- Implemented Web technology for online ordering & reporting

Results:

- Improved quality of flexible workforce; full-time hires increased to 25%
- Realized cost savings of over \$11 million in first six years of partnership

Client Profile

Established in the 17th century, this major Ivy League university is a world-respected institution of higher learning and research. With an alumni network of more than 270,000, the institution's endowment has reached \$22.6 billion in recent years. The University is home to nearly 20,000 students and 11,000 faculty members each year. Comprised of an undergraduate college, graduate schools, research centers, affiliated institutions and other academic bodies, the University operates in a highly decentralized fashion.

University Challenge

As a result of academic departments operating as separate entities, the University was utilizing 16 temporary staffing vendors with widely varying bill rates and levels of service. A committee comprised of representatives from 12 different schools recognized the need for regulated bill rates, higher quality of flexible workers and more effective usage of staffing services.

After a thorough request for proposal process, Spherion® was named the preferred staffing provider endorsed by the selection committee. Quality of service, scope of capabilities and ability to manage costs efficiently were determining factors. But Spherion had to earn the business from each individual decision maker, in accordance with the “no-mandate” culture of the University. In fact, the ability to win a majority of the University's contingent workforce expenditure within the first seven months of engagement was a prerequisite for a successful long-term partnership.

Spherion Solution

Spherion established an on-site office and management team that maintains high daily interaction with the various schools and departments. Because each environment, from medical labs to student libraries, has a unique culture and set of hard skill requirements, the high touch approach is critical to ensuring that the right candidate is placed in the right job assignment. More than six years into the relationship, Spherion handles nearly 90% of all flexible staffing for the University — primarily administrative support for functions, such as contact center, alumni affairs, special events and clerical operations.

Value Delivered

Serving as a central point of contact for all flexible staffing needs, including those filled by Spherion or by another provider, Spherion has made the following value-enhancing process improvements:

- Established a single office where flexible work candidates are referred and responded to in a timely and professional manner.
- Consistent mark-up rates.
- Standardized hard- and soft-skill testing that ensures better matched, motivated talent.

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- Configured an orientation program that delivers better prepared employees.
- Implemented Web technology featuring online ordering, communications and reporting for improved efficiency.
- Created a centralized database, which combined with high retention of flexible workers, enabling departments to request repeat flexible workers.
- Introduced reporting on total contingent workforce expenditures, analyzed by department, length of assignments, bill rate and more.

In addition to significant improvements in flexible staffing requisition, sourcing and selection processes, Spherion has enhanced the experience of the flexible worker. Creating a community within a community, Spherion® consistently communicates and interacts with flexible staff. A monthly newsletter, quarterly open houses and holiday celebrations are just a few of the ways that we maintain high satisfaction and retention among flexible employees. As a community ambassador, Spherion treats flexible workers with a level of professionalism and responsiveness that is consistent with the academic institution's esteemed reputation.

The Results

Consistent with the University's desire to have improved controls, usage and cost savings related to its flexible staffing, Spherion has produced the following measurable results:

- Monthly reporting on diversity of workforce, which has doubled since the Spherion partnership.
- Increased percent of repeat flexible workers, requiring less training and increasing project completion time.
- Improved quality of flexible workforce; Spherion flexible workers now comprise 25% of the University's total hiring of clerical and administrative talent.
- Realized cost savings of over \$11 million in first six years of partnership.

For more information about Spherion, visit us at www.spherion.com.

