

# Case Study

## Stewart Title's Successful Transition to nextSource's Contingent Workforce Program

### Challenge



#### Navigating a Complex Transition Under Tight Deadlines

Stewart Title, a leading financial services company, sought to enhance the account management, customer service, and reporting capabilities of its contingent workforce management program. With a commitment to improving these critical areas, they selected nextSource to implement an MSP/VMS solution tailored to their needs. The transition involved 21 suppliers across 566 work locations nationwide, requiring an expedited and seamless switch to nextSource within a tight deadline.

### Solution

#### A Phased Approach Tailored to Stewart Title's Needs

To handle the urgency, nextSource implemented a phased approach:

- **Custom Requisition Workflow:** nextSource developed a requisition workflow customized to Stewart Title's budget and business units, ensuring a streamlined and clear process.
- **Early Engagement and Coordination:** nextSource arranged a requisition intake call with client managers and suppliers. This early engagement allowed Stewart Title to work with the nextSource Program Team before the official go-live date, filling critical requisitions and demonstrating our commitment to excellent service.
- **Supplier Alignment:** nextSource's Supplier Partnership Office worked to incorporate the Master Service Agreement (MSA) terms & conditions into supplier agreements. Despite receiving the finalized contract terms only three weeks before the Go Live deadline, all 21 suppliers were contracted before the date, minimizing business disruption.

### Outcome

#### Seamless Implementation and Enhanced Customer Experience

nextSource completed the transition in 11 weeks, from Kick-Off to Go-Live. The project began with a Letter of Intent, and the contract was finalized in week 8, leaving only 1 week to configure necessary items in the VMS. The implementation covered 33 locations where Stewart Title had active headcount at the time of Go-Live. nextSource's strategic phased implementation ensured a smooth transition, reinforcing our reputation as a trusted partner in the contingent workforce management industry.