

Case Study

Northwell Health's Successful Transition to nextSource's Contingent Workforce Program

Client Description



Northwell Health is an integrated healthcare provider delivering the highest quality clinical care and advances in medicine through the conduct of biomedical research. Northwell is the largest private employer in the New York/New Jersey/Connecticut tri-state area.

Business Challenges

Navigating Growth Challenges

Due to rapid growth and acquisitions, Northwell's use of non-employees was rapidly expanding, creating the need to manage spending and gain greater transparency of external support providers. These included SOW-based services, project teams, and staffing from over 70 suppliers. Challenges included inconsistent onboarding, lack of equipment tracking, compliance issues, inefficient invoicing, and hidden costs in various accounts.

Northwell's finance and technology leaders were seeking an end-to-end technology workforce management program and financial control Program to manage both legacy and new needs. With a blend of internal and external talent, they sought assistance in managing suppliers and resources.

Northwell's criteria for a Managed Services Provider (MSP) included:

- Competitive rates aligned with scope/scale
- Clear position descriptions to prevent rate escalation
- Compliance, security protocols, and inventory tracking
- Adoption of incumbent suppliers to maintain continuity
- Access to a broad talent pool to meet tech demands
- Improved hiring experience and streamlined processes
- High visibility into headcount, spend, and savings

Solution

A Phased Approach Tailored to Northwell Health's Needs

nextSource was selected to manage Northwell's external workforce. Recognizing Northwell's preference for change driven by clear benefits, we designed a phased approach.

- **Phase One:** Focused on adoption, expanded talent access, enhanced compliance, and spend transparency. We implemented a roadmap for ongoing improvements.
- **Phase Two:** Broadened scope to manage all contingent spend, leverage Northwell's brand for talent sourcing, and offer cost-effective pipeline solutions.

Results to Date

Seamless Workforce Management Integration with Enhanced Efficiency and Satisfaction

- \$12.5M+ in total program savings and cost avoidance
- 100% of incumbent suppliers integrated into the MSP program
- Consistently high client satisfaction (9/10) in semi-annual surveys