

TOTAL EXTENDED WORKFORCE VISIBILITY WITH SOW OVERSIGHT

BEGINNING STATE

A large healthcare organization already had an MSP program with nextSource that successfully delivered structure and oversight for temp labor, but executives recognized a significant blind spot in their SOW engagements.

SOW engagements ranged from hourly labor to milestone-based projects in IT, clinical support, and operations. Historically, these were easy to onboard with little oversight, often executed locally by managers outside of procurement. Over time, this approach led to cost overruns, compliance gaps, and inconsistent supplier performance.

Despite recognizing the risks, leadership hesitated to act. Two main concerns held the client back:

- **Manager Access to Suppliers:** Engagement managers, particularly in Operations and Technology, resisted the idea of an MSP layer between them and their vendors. They feared losing direct control of supplier relationships and worried that a central process would slow projects down.
- **Lack of Reliable Data:** Without clear SOW spend, misclassification, or supplier performance data, executives couldn't justify change—they saw risks but couldn't measure them.

The client asked nextSource, to conduct a Readiness Assessment of SOW activity.

BUSINESS CHALLENGES

- **No Visibility into the Extended Workforce:** Workers outside the MSP program were not captured in any centralized system, creating enterprise-wide blind spots.
- **Inconsistent Tracking Processes:** Each business unit tracked resources differently, with no standards for reporting or updates.
- **Compliance Exposure:** Leadership could not consistently verify that workers were properly classified, legally authorized, or operating under valid contracts.
- **Limited Financial Oversight:** Executives had no reliable picture of spend tied to these out-of-program resources, limiting forecasting and budget control.
- **Disconnected Systems:** Onboarding and offboarding were not linked to system access, billing, or provisioning, creating risks around security and operational efficiency.

SOLUTION

The client engaged nextSource to implement Resource Tracking, a purpose-built platform designed to eliminate blind spots and deliver total extended workforce visibility.

- **Global Workforce Visibility:** Captured all workers across geographies, including those outside the MSP program, into a single platform. Provided leadership with the first reliable, real-time enterprise-wide headcount.
- **Integration with Internal Systems:** Connected Resource Tracking to HR, procurement, and IT systems. Automated onboarding and offboarding ensured system access, billing access, and provisioning were correctly assigned and revoked.

- **Real-Time Reporting and Dashboards:** Delivered executive-level dashboards with drill-down capabilities by region, business unit, or worker type. Enabled leaders to monitor headcount, worker status, spend, and compliance in real time.
- **Automated Compliance Monitoring:** Verified legal work authorization, classification status, and contract validity. Proactively flagged risks to reduce penalties and reputational exposure.
- **A Hands-On Program Team:** The nextSource program team ensured a smooth adoption experience. They guided business units, trained managers, and aligned suppliers and systems, making the transition seamless across global operations.

RESULTS

- **Comprehensive Reporting and Visibility:** Leadership gained global visibility into workers who had previously been invisible because they fell outside the MSP program. Real-time dashboards now track worker status, compliance, and cost across all regions.
- **Eliminated Blind Spots:** Thousands of extended workforce resources were captured in Resource Tracking, delivering the total visibility executives had been seeking.
- **Integrated Onboarding and Offboarding:** By linking to internal systems, Resource Tracking ensured proper provisioning of system access, billing access, and equipment during onboarding, and automatic revocation at offboarding.
- **Improved Compliance Posture:** Automated monitoring verified worker eligibility, classification, and contract coverage globally, significantly reducing risk.
- **Financial Insight:** Centralized reporting provided accurate spend visibility across regions, enabling leadership to forecast, negotiate, and budget with confidence.
- **Smooth Adoption:** The program team supported managers worldwide, ensuring rapid adoption and minimal disruption.

CONCLUSION

By implementing Resource Tracking, nextSource enabled the client to capture the entire extended workforce outside of the MSP program and achieve the goal of total visibility. What had been blind spots became actionable insights.

The program delivered global visibility, automated compliance monitoring, and tighter control over onboarding and offboarding. Beyond visibility, Resource Tracking ensured security, accurate billing, and proper provisioning. With nextSource's program team guiding the transition, the client gained confidence, control, and a foundation for managing its entire extended workforce at scale.