

LARGE HEALTHCARE CLIENT SIMPLIFIES EXTENDED WORKFORCE MANAGEMENT

BEGINNING STATE

As a leader in healthcare delivery and medical research, our client relied on a dynamic extended workforce that includes clinical staff, IT specialists, researchers, and support personnel. Managing this scale and complexity required a new approach that simplified processes, ensured compliance, delivered measurable savings, and encouraged adoption across every user group.

BUSINESS CHALLENGES

Their contingent labor program exceeded \$150M annually but lacked central oversight. Departments hired independently, creating fragmented processes that were confusing for managers and inconsistent for suppliers.

The pain points were clear:

- No single view of contingent labor spend or usage, making it impossible to measure cost or performance
- Rogue hiring and duplicate suppliers driving up costs and diluting buying power
- Manual onboarding and paper-based invoicing that consumed hours of manager and HR time each week
- High compliance risk from inconsistent worker classification and background check practices
- Limited visibility into supplier diversity performance, undermining corporate DEI goals

Leaders recognized that success would depend on more than adding controls. The solution had to be easier for managers, suppliers, and HR to use so adoption would be natural and widespread.

SOLUTION

nextSource partnered with our client to design a total extended workforce program powered by SAP Fieldglass. The guiding principle was simplification for adoption: fewer manual steps, intuitive workflows, clear rules, and visibility for every stakeholder.

The program was anchored around four clear objectives:

- Drive cost savings
- Reduce time-to-fill
- Ensure compliance and reduce risk
- Enhance manager satisfaction

To deliver against these objectives, nextSource implemented an integrated framework covering every category of non-employee labor.

- **Staff Augmentation:** Managers now open a guided requisition in Fieldglass and receive a shortlist of prequalified candidates within days. Built-in rate guardrails keep hiring on budget while digital tools streamline interviews and offers. Time and expense are tracked automatically, with weekly exception reviews to ensure accuracy and eliminate guesswork.

- **Statement of Work (SOW):** A simple intake form directs managers to the right SOW template, with milestones and deliverables tracked in Fieldglass. Invoices only release after approvals, creating transparency and accountability while removing administrative burden.
- **Direct Sourcing:** A branded microsite and curated talent community provide faster access to known, pre-vetted candidates. Managers experience the same workflow as working with a supplier, but with lower costs and faster results.
- **Employer of Record (EOR):** For remote or specialized workers, managers simply select “EOR” in Fieldglass and nextSource handles the rest. Payroll, taxes, benefits, and compliance are fully managed, removing risk without slowing hiring.
- **Resource Tracking:** Every non-employee across every channel is visible in Fieldglass. HR, procurement, and managers can see who is working, where, and under what terms. System and facility access are automatically tied to start and end dates, reducing security risks with minimal effort.

The rollout was phased deliberately to maximize adoption. Supplier alignment and rate standardization came first, followed by staff augmentation workflows, and then gradual activation of SOW, Direct Sourcing, EOR, and Resource Tracking.

RESULTS

The focus on simplification and usability drove rapid adoption across managers and suppliers, delivering measurable outcomes:

- \$15.2M in yearly program savings through rate alignment, supplier consolidation, and cost controls
- 100% of incumbent suppliers successfully transitioned into the program without disruption
- 35% faster time-to-fill supported by guided requisitions and streamlined onboarding
- 28% improvement in supplier fill rates by optimizing vendor performance
- 41% supplier diversity spend within two years, exceeding corporate goals
- Manager satisfaction averaging 9/10, reflecting ease of use and better visibility
- Audit-ready compliance with centralized classification, onboarding, and access controls

CONCLUSION

By simplifying the extended workforce experience, nextSource enabled our healthcare client to transform a fragmented and complex program into a scalable, user-friendly model. Powered by SAP Fieldglass, the solution spans staff augmentation, SOW, Direct Sourcing, EOR, and Resource Tracking, yet feels intuitive and easy to use for managers, HR, procurement, and suppliers.

The result is a future-ready program that delivers \$15.2M in annual savings, reduces risk, advances supplier diversity, and supports their mission of delivering world-class patient care and advancing medical research without adding administrative burden.