

## SEAMLESS TRANSITION TO A CONTINGENT WORKFORCE PROGRAM

### BEGINNING STATE

A leading financial services company needed to modernize its contingent workforce management program to improve account management, customer service, and reporting capabilities. The company relied on 21 staffing suppliers across more than 560 work locations nationwide, and leadership required a rapid, seamless transition to a managed service provider (MSP) and vendor management system (VMS) solution. With tight deadlines and significant operational complexity, they partnered with nextSource to execute the transformation.

### PAIN POINTS IDENTIFIED

- Outdated contingent workforce program lacking robust reporting and transparency
- Limited account management capabilities leading to inefficiencies
- Inconsistent customer service and supplier alignment across hundreds of locations
- A high-risk, short timeline for implementing a new MSP/VMS solution
- Risk of business disruption if suppliers were not contracted in time

### SOLUTION

nextSource deployed a phased implementation strategy designed to meet the client's urgent timeline without sacrificing quality. A customized requisition workflow was built to align with the company's budgets and business unit needs. Early engagement calls were held with managers and suppliers, allowing critical requisitions to be filled even before Go-Live.

To ensure continuity, nextSource's Supplier Partnership Office worked closely with all 21 staffing partners to incorporate new Master Service Agreement (MSA) terms and conditions.

Despite receiving final contract language just three weeks before Go-Live, all suppliers were onboarded and operational before the deadline. Throughout the process, nextSource coordinated closely with client stakeholders to ensure seamless adoption and minimal disruption.

### CONCLUSION

In just 11 weeks, nextSource completed the full transition from kick-off to go-live, including VMS configuration, supplier alignment, and program launch across 33 locations with active headcount. The client achieved a smooth, on-time implementation that immediately improved customer experience, strengthened supplier relationships, and delivered stronger workforce management capabilities. nextSource's ability to execute under pressure reinforced its value as a trusted partner in contingent workforce solutions.

### RESULTS

- **11-week implementation** from kick-off to go-live
- **21 suppliers onboarded** with finalized contracts before launch
- **566+ work locations** supported under the new program
- **33 active locations transitioned** seamlessly on day one