

## CASE STUDY

### CLIENT BACKGROUND

Nationwide Building Society is a British mutual financial institution and the largest building society in the world.

Advantage xPO have been working with Nationwide since 2009 as the MSP provider and/or the payroll provider.

During the course of our tenure, we have implemented a wide range of cost-saving and quality-improvement programmes and initiatives, including the following examples:

Challenge	Advantage xPO Solution	Result
Inconsistent contingent hiring process across multiple sites	We embedded a dedicated and scalable on-site team to manage the full recruitment life cycle for all non-permanent requirements throughout the UK	<ul style="list-style-type: none"> <li>Full on-boarding and off-boarding service</li> <li>Standardised processes, procedures and controls</li> <li>Continuous improvement in time-to-hire metrics</li> </ul>
<ul style="list-style-type: none"> <li>An unwieldy supply chain with inconsistent rates and terms</li> <li>Significant administrative burden with over 25,000 agency invoices pa</li> </ul>	We conducted a number of tender exercises, rationalised the supplier base, and re-negotiated contracts and margins	<ul style="list-style-type: none"> <li>Significant savings through the standardisation of contracts and terms</li> <li>New supplier framework offers Nationwide greater flexibility, more diversity and access to a wider talent pool</li> <li>Single consolidated weekly invoice/ purchase order</li> </ul>
Limited company contractors were supplied on hourly rates resulting in poor cost control	We negotiated the transfer of all limited company contractors to day rates	Cost savings of £250k pa on limited company contractors alone
Direct supply for DRC workers running at only 25%	We increased direct sourcing level for DRC workers to 85%	£1 million annual saving on DRC workers
No technology solution to oversee the contingent workforce programme	We researched and project-managed the implementation of industry-leading VMS technology	<ul style="list-style-type: none"> <li>Much better visibility of workforce and more control over contingent labour usage</li> <li>Provision of performance metrics and improved MI to support forecasting and financial decision-making</li> </ul>
<ul style="list-style-type: none"> <li>Lack of compliance for both workers and suppliers</li> <li>60% of existing supply chain identified as not fully compliant</li> </ul>	<ul style="list-style-type: none"> <li>We introduced comprehensive compliance training for all suppliers</li> <li>We implemented a robust compliance audit system</li> <li>We completely overhauled the compliance and on-boarding process for contingent workers</li> </ul>	Supplier and contingent worker compliance approaching 100%
Inconsistent performance across the supply chain	<ul style="list-style-type: none"> <li>We developed and embedded a quality control programme to support the management of the supply chain, including formal performance metrics, regular supplier meetings, reviews and audits</li> <li>We also introduced supplier penalties for not meeting agreed performance levels</li> </ul>	Significant improvement in performance and quality levels across the supply chain

The various programmes and initiatives have met Nationwide's key objectives of:

- reducing /controlling costs
- increasing visibility through detailed MI
- mitigating business / compliance risks

In addition, the overall improvement in agency quality, candidate and supplier engagement, and an improved interview process have resulted in greater retention levels of a higher calibre workforce across the business.

Advantage xPO has always provided a service based on openness and ethical behaviour.

**Director of Resourcing**

It's great to see how much onus you are putting on the agencies to get us the right candidates - I've certainly seen an improvement in the quality of candidates coming through.

**Operations Manager**

