FLEXTRACK®

CLIENT SUCCESS STORY



Industry: Government Services
Client Since: 2020
Category: Tech Stack Integration and Process Automation

Flextrack empowers cost savings and risk reduction in a large government services agency by integrating its existing technology systems while automating staff augmentation and cost containment processes.

As a result, the agency has saved over $50 Million since implementation while reducing time to hire by 28% and decreasing administrative tasks by 80%.

THE CHALLENGE:

- A large government services agency hires thousands of IT contingent workers annually to augment staffing levels and complete its mission-critical projects. Lack of controls and manual processing of key steps in the contracting process increased compliance and project risk while allowing significant cost overruns.
- The agency needed a solution that would integrate quickly and seamlessly with established technology solutions. They also needed to ensure accurate data transfer between systems and enable the automation of high-volume activities.

PREVIOUS SITUATION:

- Cost overruns stemming from a decentralized approach to staff augmentation, supplier management, contracting, reporting, and payment.
- Operational risks associated with insufficient contract and price controls along with a lack of secure, automated data transfer between systems.
- Staff frustrations and inefficiencies resulting from manual requisition, contracting, and onboarding processes.



SOLUTION:

In 2020 the agency **chose Flextrack as its extended workforce platform** to coordinate and automate its decentralized staff augmentation solutions and processes. Flextrack integrated the agency's financial, project, and contracting solutions with its ticketing system to streamline communications between the systems. Flextrack also created transparent, automated processes for requisitions, purchase orders, and payments **to increase the efficiency, transparency, and compliance of its contingent workforce program.**

RESULTS:

80%
REDUCTION IN MANUAL PROCESSES

Elimination of **over 1000** manual transactions per month, leading to an **80% reduction** in administrative tasks.

28%
REDUCTION IN TIME TO HIRE

Reduction in time to hire of **28%** since implementation while increasing hiring manager satisfaction with on candidate value for cost **over 90%**.

$50M
SAVINGS

Savings of **over $50 Million** derived from system and organizational controls, **project cost reductions**, and on-time or early project completions.

FULL
TRANSPARENCY

Fully transparent, auditable processes for contractor engagement, supplier management, and project compliance.

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