

CASE STUDY

A Master Vendor Solution: Streamlining Recruitment Operations for a Global Transportation and Defense Company

The Client

A technology-driven market provider of mission-critical military, defense, and transportation systems, The Client has more than 6,000 employees across 19 different countries around the globe. In 2019, it recorded annual sales of nearly \$1.5 billion.

The Situation

Looking for a new recruitment supplier model to streamline company-wide recruitment operations, The Client looked to centralize production and reduce costs from its 25+ suppliers. Executive leadership aimed to implement cost savings initiatives and process consistency to more effectively manage spend, focus on compliance governance, and improve the delivery of talent across the company's various brands and divisions. After conducting an RFP to gauge potential staffing partners, The Client selected Acara as the Master Vendor for its comprehensive staffing needs, which included contract, contract-to-hire, payroll, and direct hire services.

The Challenge

Facing an expedited 60-day program roll-out, a team of Acara's executive leaders ambitiously planned to visit each of The Client's individual worksites. Through these onsite visitations, our team led the process of transitioning The Client's existing headcount while engaging with the company's key stakeholders. Because of the nuances associated with each location, Acara tailored a streamlined, highly-centralized process for recruitment, timekeeping, and invoicing to account for The Client's operations sites that had recently been acquired. These locations required greater attention, as they had not yet been set up in The Client's SAP Fiori timekeeping system, nor were they established in the Workday talent acquisition and recruiting software. Our team worked to integrate a client-specific delivery model, one that implemented a consistent process at each site and provided an exceptional level of customer service for The Client.

Project overview



Technology-driven market provider of mission-critical military, defense, and transportation systems



Selected Acara as Master Vendor to centralize production and reduce costs from its 25+ suppliers



Tailored a streamlined, highly-centralized process for recruitment, timekeeping, and invoicing

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After Acara was awarded Master Vendor status by The Client, our team needed to immediately transition all company-wide headcount.

The Solution

In total, there were over 300 employees represented by nearly 25 different suppliers that needed to be transitioned to Acara. In addition to the support provided by local staffing coordinators, we established a transition team that traveled to each of the nine individual client sites, introduced themselves to The Client's key stakeholders, and held intake sessions to gain a better understanding of The Client's recruiting goals and objectives. Our team scheduled meetings with all transitioned headcount, which gave our staffing coordinators and other key representatives a valuable opportunity to properly introduce themselves to The Client's onsite employees.

The Conclusion

Upon implementing our Master Vendor solution for The Client, Acara has generated substantial cost savings while streamlining all contingent recruitment and payroll processes throughout the organization. To date, we aided The Client in realizing over \$2M in savings per year by moving the company away from costly contingent labor suppliers. Moreover, Acara reduced costs by lessening The Client's recruited markup and payrolled rates while also lowering the OT factor.

From an efficiency perspective, Acara successfully centralized all requisition intake and billing processes. We played a pivotal role in spearheading efforts to align The Client's organizational structure at all worksites. Integral to the success of our engagement, our team established weekly calls with The Client's TA leadership to investigate any program issues and prepare for sudden recruiting ramp-ups. These conversations allowed our recruiters to regularly communicate and forge personal relationships with The Client's hiring managers.

Since the onset of the program, we have been committed to forging a successful partnership with The Client centered on the values of trust and transparency. Our team has received glowing reviews from The Client, who have been impressed by our service delivery.

Acara strives to provide our customers with the high-touch, consultative service they deserve to help them achieve their talent acquisition goals.

Program results

\$2M
cost savings per year

300
employees transitioned to Acara

25
different suppliers consolidated