

CXC Global

End-to-End Outsourced Contractor Management

Challenge — Onboarding And Ensuring Compliance for Contingent Workers at Scale

Large global enterprises such as Deloitte, PwC, Cathay Pacific, Deutsche Bank and many others depend on CXC Global for end-to-end contractor management programs whereby clients outsource contractor payment, onboarding, compliance, and more. With more than 12,000 workers around the world using CXC per month, on-boarding efficiently and effectively became a monumental challenge.

“Because every worker is different and has unique needs, it’s very difficult to scale without technology. Prior to Shortlist, onboarding was a very manual process and we spent inordinate amounts of time chasing contractors and contingent workers for the necessary compliance documents, right to work information, and a host of detailed pre-engagement screen information,” says Conor Heaney, managing director for CXC Global Americas where he is responsible for sales and operations for the American region.

“We used Microsoft SharePoint, but it wasn’t effective. The team would send out emails requesting documentation and then everything that was returned as piece mail would have to be manually inputted and saved to SharePoint. Worse, it wasn’t immediately clear in SharePoint whether a worker was compliant,

About CXC Global



CXC Global™ is a leading supplier of contingent workforce solutions. It has been operating in the contractor management industry for more than 25 years and operates in more than 70 countries worldwide. With an unmatched suite of managed services for employers, contractors and recruiters, CXC Global takes care of all administration associated with contractor remuneration. CXC helps thousands of organizations and individual contractors decrease costs and increase profits by providing innovative contractor management, compliance, payroll and remuneration solutions, risk mitigation, salary packaging. Today, CXC Global™ continues to lead the way with the development of new technologies and initiatives enabling both corporations and individual consultants to adapt in today’s high performance work environment.

non-compliant, or partially compliant; that would have to be determined manually in a tracker outside of SharePoint,” says Hannah Warman, client services director at CXC Global.

Ensuring compliance is also particularly important because there are legal ramifications if CXC is not able to prove that a worker has the right to work in the country or if the worker is paying an incorrect amount of taxes. *“If we’re not on top of all the information regarding the worker’s ‘right to work’, then we could face a huge fine. We need to know if they’re compliant and paying the correct taxes,”* Warman added.

Solution — Shortlist Streamlines Onboarding and Compliance

“We were first introduced to Shortlist in June 2017 through a partner. We received a detailed demo of the solution and we were impressed — it looked like it was quick to deploy and quite easy to use,” Heaney says.

Since deploying Shortlist, CXC has built templates for each client, and for each contingent worker, whereby workers can actually serve themselves throughout the onboarding process. First, they are emailed a personalized introduction to CXC via email or text, which contains a live link to Shortlist where they are prompted to upload necessary documents and receive automated reminders if they forget.

“We use Shortlist to send out a personalized template invitations welcoming workers to the system as soon as we receive a referral. They are then asked to upload the needed documents and we are able to continuously track their progress and have complete visibility into the status of their compliance,” Warman says.

“Within the Shortlist platform we’ve created specialized templates for each country and each client, and what we like about that is that we actually have a dashboard for each contingent worker to find out what stage they’re at on the compliance journey, which is really helpful for us,” Heaney added.

“We’ve also used Shortlist to build what we’re calling a VMS system to help distribute worker vacancies for our supplier clients. What happens is the supplier is invited into the platform. We then ensure that the supplier uploads all of their information, so proof that they are a company, proof that they have the correct liabilities, and so on. Once we’re happy with that documentation, we can then distribute vacancies to that supplier. The client gives us their vacancies — say a .NET developer — and we then upload that vacancy into Shortlist and distribute it amongst the groups of suppliers that we believe are the one that can best fill that role,” Heaney concluded.

Results — “Every day we’re able to work a lot smarter”

“Rather than having it be a very resource-intensive manual process driven largely by our team, we’ve been able to shift onboarding to a self-service model. Shortlist has taken a very manual process and made it much more automated; it’s easy for us to use and to onboard large numbers of contractors without huge costs,” Heaney says.

“Every day we’re able to work a lot smarter. For example, we also include a lot of tags in Shortlist so that when we speak with a client — and with one particular client we’ve got around 400-500 people that we are in the process of on-boarding — this really helps us to be able to keep track of everyone and relay all that is

outstanding with respect to workers' personal information, passport copy, VAT certificate, and so on. Shortlist gives us a snapshot of how many people we're missing documents from," Warman says. *"It's a nice way to keep track of everybody and all the moving pieces. You could imagine when I say we had tracker after tracker after tracker — and I mean that literally. So, my team is very, very positive about Shortlist."*

"We love it. According to my team, it's made their job so much easier, it reduces the time that they're having spent actually chasing up contractors, and it also gives them visibility into to compliance for each contingent worker. They absolutely love it," says Heaney. CXC's global network of tens of thousands of contingent workers also views Shortlist as an easier process for onboarding. *"We've had a lot of complimentary feedback about Shortlist, so much so that two of the clients where we have Shortlist deployed would like a demo of it, which is really good, I would say,"* Heaney concluded.

Get in touch to find out what we can do for you



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