

worksome

How Worksome fits into your current tech stack

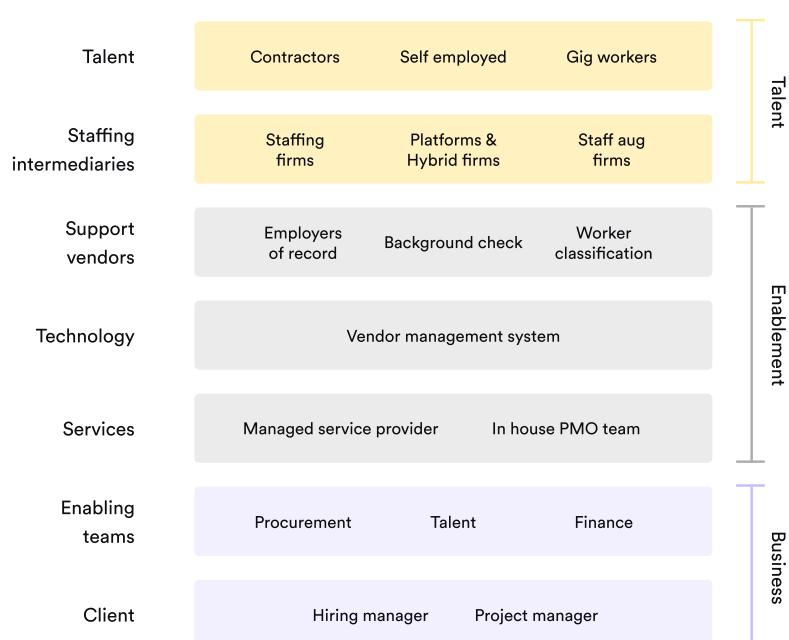
And how you can remove the layers
between your external workers and
the hiring managers that need them

Intro

Your current external workforce management program is like one big game of Telephone. Except nobody is having fun, and nobody wanted to play in the first place. For most companies, there are so many layers between your external workers and the hiring managers that onboarding an external worker becomes a lengthy and tedious process that's frustrating for everyone involved.

And because there are so many layers, information is constantly lost and diluted as it passes through each step of the process, which creates a ton of back and forth between the different stakeholders trying to make sure everyone has the correct information.

Let's take a look at each layer and figure out why they exist, why they're painful, and how to solve them so that you can work more easily with your Independent Contractors.



The layers

Talent

At the top, we have your external workforce. These are the contractors that your various teams need to do their jobs. There are so many different layers between them and the hiring managers that it's creating a poor experience for everyone involved. Because of all of these layers, it typically takes weeks and weeks before an independent contractor can actually get started on the work they were hired to do.

This is frustrating for both the workers themselves, and the hiring managers that need their help. The workers end up feeling like they're just one tiny cog in the machine, and during onboarding there's so much back and forth that onboarding can end up taking longer than the actual work itself. Freelancers typically have a lot of experience in their fields and can offer very valuable strategic insight, but they end up feeling like they were hired to just take an order and complete a task.

Staffing intermediaries

Next, we have your staffing firms and platforms. The problem is that these staffing firms end up responsible for a lot more than they should be. They end up owning some of the processes in the support layer, instead of being able to focus solely on finding the talent you need. And when they take on things like compliance, it also gives your company less visibility into each worker or the onboarding process.

And because the staffing firms are so big, they don't tend to be very agile when you need them to be. As if any of that weren't bad enough, these firms and platforms also tend to struggle to co-exist — let alone neatly integrate — with your VMS and MSP. They just weren't designed to work together.

Support vendors

Your support vendors handle a lot of the admin work that comes along with external workers. Background checks, worker classification, Employer of Record services.

But as tedious as these tasks can feel, taking care to get them right is extremely important to protect yourself from risk down the line. It's because of this that outsourcing them doesn't really make sense.

To ensure they're doing everything correctly, your vendors will need a lot of information, which creates a constant back and forth for your internal teams. And because different portions of the admin work are often outsourced to different vendors that don't talk to each other, information along each step of the way is extremely siloed. This adds extra work for your internal teams that need to compile all of the relevant documents and information at the end, to ensure everything is completed before a contractor can begin. It also creates an incredibly disjointed experience for your contractors.

And all of this considerably slows down the onboarding process. You need to communicate what needs to be done, wait for it to be completed, and put all of the outsourced pieces together at the end. And you have very limited visibility into the process at any point in time. In the event of an audit down the line, you don't always have a paper trail or system of record in place with all of the information you need, so you'll need to reach out to them for that as well.

Technology

This is where your VMS sits. A VMS is typically built for procurement users and most companies struggle to make it easy to use for business users. That's why your VMS tends to have lower adoption than you would like. They also typically have subpar

recommendation or automation capabilities. Both of these are pretty necessary for managing and optimizing a large portion of your workforce.

And because companies have grown so reliant on them, there's little incentive for them to innovate their features or build tailored solutions to any one company's specific needs. These are legacy systems with old and rigid infrastructures, which makes it really challenging for them to adapt to changing ways of work or a company's individual needs.

In our personal lives, we're so used to technology that was built to be easy and enjoyable to use. We tend to see that as the bare minimum. Why do we accept less from the systems we use at work? If you're looking for a solution that can be tailored to your business and easy to use, you're not going to find that with a VMS. The bottom line is that right now, this is the center of your ecosystem for managing contractors. But it was designed to manage vendors, not individuals and you can probably feel that.

Services

The previous layer is typically built on legacy technology or handled manually in email and spreadsheets. This makes it so disjointed that most organizations outsource the handling of the entire process to a Managed Service Provider. One of the biggest problems here is that so many MSPs are owned by staffing firms. It goes without saying that these firms will always have their own best interests at heart, and for staffing firms that usually means hiring talent from their own pools. This

is limiting your access to the global talent pool and can get in your way when looking for specific candidates and skill sets.

They're used to filling generic job roles and fall short when it comes to understanding, sourcing, and staffing roles that require complex or niche skills. And similarly to your VMS, they were designed to be procurement facing, not for business or talent. All of this results in low service levels and a less-than-ideal experience.

Lack of visibility is important to note for this layer as well. Your MSP is in place to manage your VMS and take on liability for you, but when you outsource this you lose visibility into your external workforce. You can't see the actual workers, you don't know where fees are going — how much is going to the talent, support vendors, staffing vendors, or the MSP itself — and you have no visibility into payments. You don't know whether the workers are actually working in compliance with regulations, either. And how can you effectively manage something if you don't have any visibility into it?

Enabling teams

Four layers later, we finally arrive at your procurement, talent acquisition, and finance teams. These are the teams that manage the various aspects of your external workforce. But who actually owns the contractor experience? Who is in charge of making sure that contractors are valuable to your organization?

The answer is almost always unclear. And this lack of clarity leads to a lot of inefficiencies, a

lot of wasted time, and a lot of frustration for each team — not to mention each contractor — involved. None of these teams can do their respective jobs well if it's not clear who owns the contractor experience or what the goals for your external workforce are. And because all of this is unclear, it gives a bad experience to the contractors and the internal hiring managers that need them.

Client

Five full layers after your external talent, we arrive at your hiring managers and project managers. It's easy to forget with such a complex process, but they were the reasons you brought on all of these contractors in the first place. They're having a really poor experience and they're understandably frustrated. They often deliberately shy away from going through the VMS or this process at all, because of how lengthy and complicated it is. Which comes at the expense of compliance, down the line, and opens your company up to considerable risk.

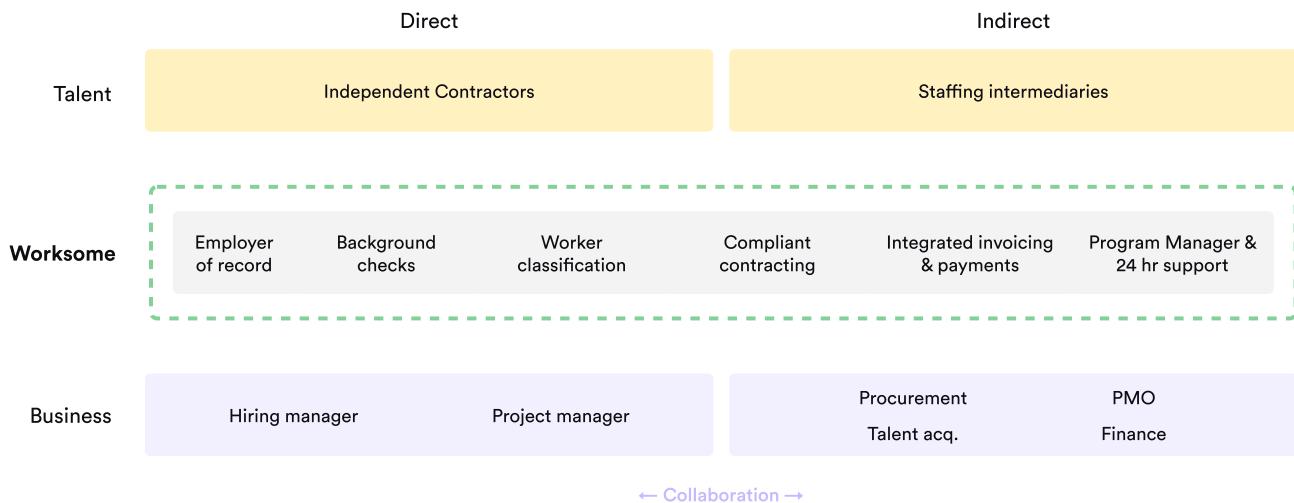
At the end of the day, there are just too many layers between them and the talent they need. Both your full-time workers and your contractors are so frustrated and confused by this process that it ends up making everyone less effective. That's a huge weak spot for your organization. But it doesn't have to be.

Your process with Worksome

Implementing Worksome consolidates your current five layers into just one. That's because the system was designed to manage contractors, and it was built with consolidation and efficiency in mind. We take all of the necessary admin — things like worker classification, background checks, EoR, and all other legal documentation — and automate it. This doesn't just speed up your process, it

also puts all of these separate steps into one system.

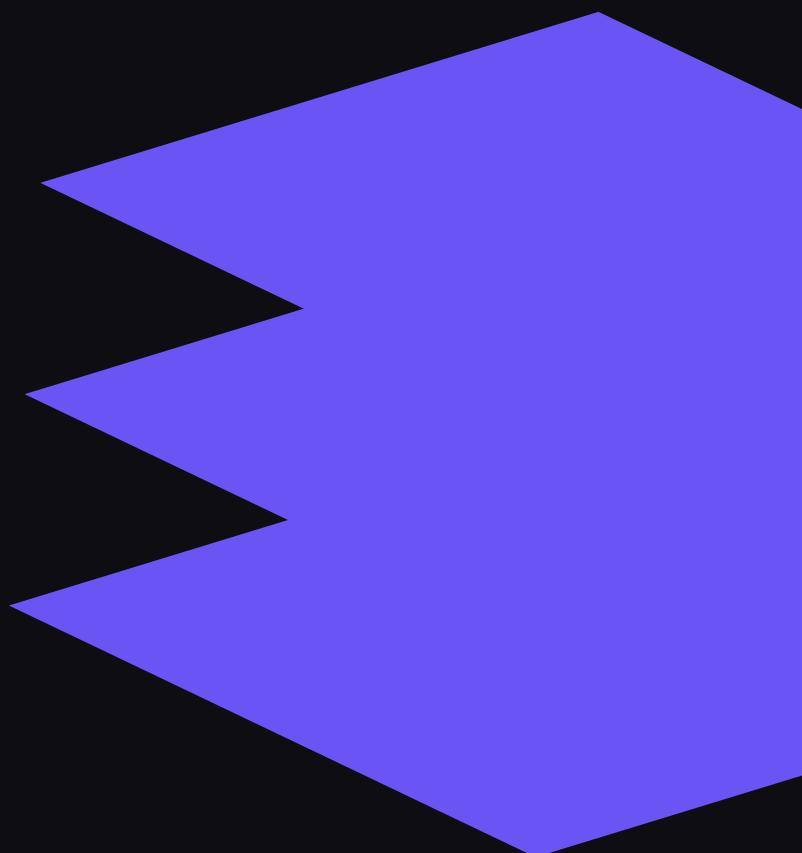
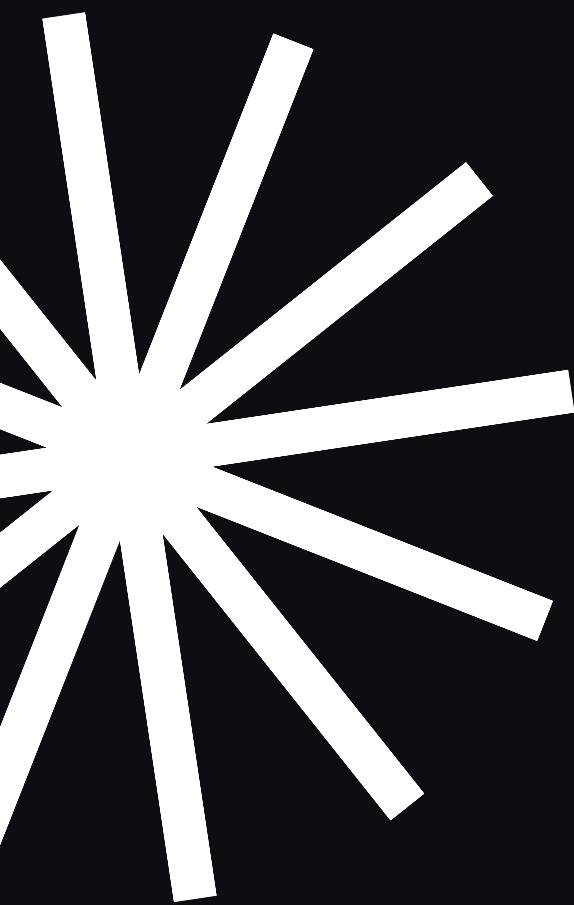
This removes the back and forth between your internal teams and your contractors because everyone has access to the same, up-to-date information and all of the communication and documentation around each individual contractor is housed in one central location.



That's why Worksome is so valuable to companies for managing their external workforces. We're not an FMS or a VMS. We've built technology that's designed specifically to manage each aspect of contractor management. Worksome puts people and their experiences—whether full-time or contractor—first. It automates the portions of their jobs that they don't need to be doing so so that everyone can work better together and focus on delivering

better results for your business.

Looking to shed a few layers for your organization and make your external workforce more efficient? [Request a personalized demo](#) today to learn about how Worksome can help you remove friction between your external workforce and the internal teams that need them so that you can unlock the full potential of your contingent workers.



Published by Worksome

www.worksome.com

© Worksome ApS. All Rights Reserved