Transforming your Contingent Labor Program:

A Sourcing Perspective

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SIG Global Summit          October 17, 2018

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Goals for this session

1. Intuit’s journey from engrained incumbents to global market leader
2. Share current state and highlight learnings
3. Answer your questions
Guiding Principles and Desired Outcomes

Compliance
- Automated controls assure us our workforce is categorized correctly
- Compliance is embedded in our processes, without our customers even knowing

Customer obsessed
- We create experiences that are easy and delightful so our customers know where to go, what to expect and don’t workaround the process

Global
- Standardized processes around the world that are localized when needed to ensure all global requirements are met

Cost-conscious
- Customers have access to talent and approved suppliers at fair, competitive pricing
Intuit’s Contingent Workforce Transformation

FROM

Decentralized
Silo-ed
Painful
Limited

~30+ Disconnected tools/systems
Different entry points
Manual on/off-boarding processes

4 countries
Limited services; focused on temporary workers

Manual processes for tracking and measuring worker categorization

Limited worker tracking, lack of full headcount visibility
Not fully transparent spend/rates

Inconsistent and high markups
Inability to deliver best talent

TO

Single Source
Integrated
Delightful
Worldwide

<5 Tools
Single entry point for global worker requests
Automated on/off-boarding processes

Global
End-to-end focused on all contingent worker types

Easy, streamlined processes, with Automated reporting, controls and enforcement

One source of truth for global worker analytics

Rates aligned with market
Employees to focus on strategic and innovative work
Intuit’s Contingent Workforce Program

4,050 Contingent Workers
35,000 Contingent Worker Transactions Annually

6 Current Countries
3 Entering New Countries

FROM:
Long-tenured MSP & VMS incumbents

TO:
Market leading MSP/VMS partner

3,000 SOW Workers
1,000 Temp Workers
50 Independent Contractors
CREATE CROSS FUNCTIONAL TEAM
Get stakeholders a seat at the table and aligned with the change
Assign roles and make sure you level-set expectations

KNOW YOUR CURRENT STATE AND DESIRED FUTURE STATE
Make sure you understand what works currently in your existing program, and what you want to change.

OVERCOME CHALLENGES
There will be bumps in the road, but make sure you have a plan to manage and mitigate them.
Leverage your new partner.

What Intuit Learned
Answering Your Questions
Presenters

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