



A Major Home Improvement Retailer

How Metasys helped the nation's largest home improvement retailer generate \$3M in cost savings and transform their talent acquisition and workforce management practices

150%

improvement in
cycle time

\$3M

cost savings
realized

100%

compliance target
adherence

A well managed workforce management transformation can drive material cost savings

In 2016, the nation's largest home improvement retailer underwent a talent transformation. The business undertook this initiative to streamline its internal operations; a stated objective was to achieve cost savings while setting up scalable processes to acquire, engage and retain top talent. Most importantly, the retailer wanted to create leverage; it was important for the internal HR and Procurement teams to have their resources spend more time on core strategic initiatives. The retailer engaged Metasys to achieve their cost savings target and to ensure their workforce management operations were best in class.

Metasys worked with the retailer to design, implement and monitor a strong workforce management program

The Metasys team executed a three-step approach to help the retailer accomplish its objectives:



1. Workforce Management Program Design: Metasys applied a clean sheet approach to define characteristics of the retailer's spend base, map the current processes and align all relevant stakeholders. In addition to base line analysis, Metasys assessed the practical capabilities on the ground – e.g. assessment of the capabilities of the IT department to facilitate necessary integrations into company systems and assurance that there was adequate approval for internal project resources.



2. Comprehensive Program Implementation: With a program roadmap in hand, Metasys implemented a comprehensive program for the retailer. The implementation included a full corporate communication plan, action plans for interdependencies by department, technical system configuration and integration, user acceptance testing, organizational training and project governance.



3. Post-Implementation Management: Upon completion of program go live, Metasys has worked with the retailer to continually optimize for efficiency. The retailer has gained visibility into its internal supplier base, benchmarked supplier performance and identified additional savings opportunity adjusted for business requirements.

Metasys has helped the retailer realize over \$3M in savings and has expanded scope of services to become a key contingent staffing partner

Over the course of program implementation, the retailer has generated over \$3M in savings, improved cycle time by 150% and gained access to an even more scalable and skilled resource pool. Due to our ability to drive significant impact for the retailer, we have deepened our relationship and serve them today as a preferred Diversity staffing supplier. We continue to partner with the retailer to achieve additional cost savings and supplier rationalization.