



How to get the
most out of your
agency network

Access to a network of quality temporary staffing agencies can be transformative for your business. But making the most of that network is not always simple.

Demand for temporary workers has skyrocketed since the pandemic, as UK businesses hope to cultivate a more flexible and efficient approach to staffing. And with a nearly 10% increase in the number of temporary workers in the UK,¹ it's safe to say that demand has been met.

The problem is most of these businesses don't have enough experience procuring temporary staff to be confident they are making the most of this new approach. While many have established a strong network of temporary agencies, few know how to optimise their use of that network - or what they should reasonably expect from it.

How can you make the integration of temporary workers seamless?

How can you optimise your staffing spend?

How should you manage multiple suppliers in order to achieve the best results?

In this eBook, we answer these questions and more, exploring the many benefits of using an agency network - as well as how businesses can get more from their suppliers and staff.



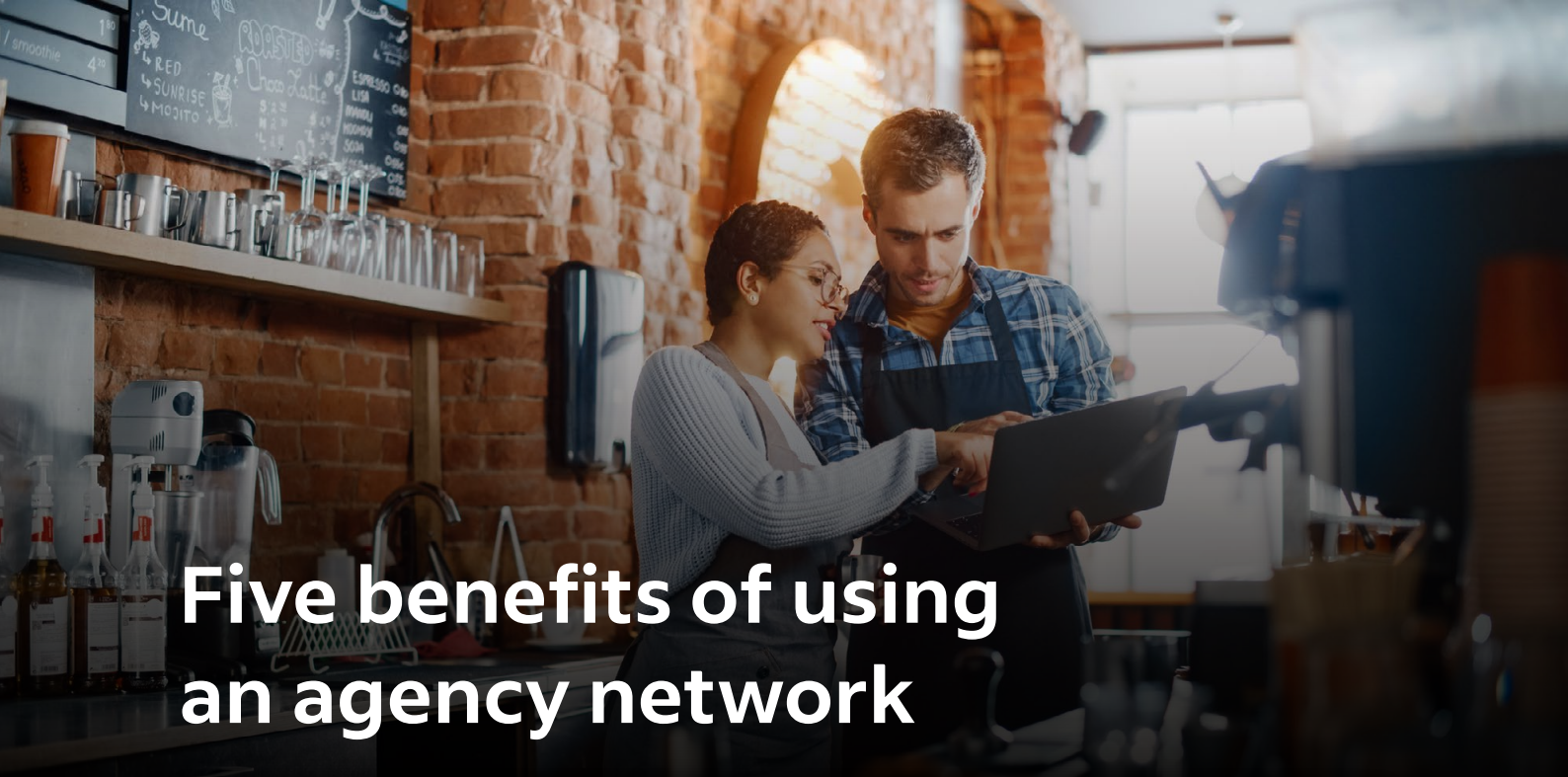
Are you overspending on your Supplier Management Solution?

12%

The average cost saving achieved by implementing a Supplier Management solution.²

¹<https://www2.staffingindustry.com/eng/Editorial/Daily-News/UK-Temporary-employees-up-9.2-but-400-000-people-disengaged-from-work-60642#:~:text=The%20number%20of%20temporary%20employees,the%20Office%20for%20National%20Statistics.>

²<https://www.hicx.com/blog/fact-42-7-of-all-statistics-are-made-on-the-spot/>



Five benefits of using an agency network



1. Higher quality workers

When businesses source temporary workers from a single agency, they become over-reliant on a specific pool of workers. While this can lead to strong relationships, it also limits your ability to be selective about the quality of candidates.

With a network of agencies, you create competition for roles. At Indeed Flex, we take this further - using a full network of agencies, giving you access to the best talent and consolidated reporting.



2. Faster & cheaper hiring

Using an agency network gives you reliable access to a high volume of workers - and therefore enables you to fill positions more quickly. In many cases, businesses are able to fill roles within 24 hours, at extremely short notice.

Not only is this useful for navigating a volatile staffing market: a lower time-to-hire is directly correlated with a lower cost-per-hire, according to recent research.³ And at Indeed Flex, we provide 24/7 support through our app - so you don't have to wait until the morning to call.

³<https://yello.co/blog/recruitment-operations-statistics/>



3. Increased flexibility

For many businesses, this may be the single most valuable benefit of temporary workers: being able to fill roles at short notice enables high levels of organisational agility.

Indeed Flex provides access to a wide range of skilled workers, enabling you to book at short notice and choose talent based on their previous ratings. So you can plug staffing gaps to meet unexpected demand spikes.



4. Specialised knowledge

A strong agency network can provide access to a wide range of skills. But the agencies themselves may also specialise, ensuring that you are able to draw on expertise across a number of different markets when hiring temporary staff.

Indeed Flex enables you to select your criteria and only see those that fit your needs - providing an added competitive advantage rather than simply filling rotas.



5. Better supplier relations

Working with a smaller, more selective network of agencies ensures communication is stronger and both parties feel confident in the relationship.

This helps explain why...

68% of large companies are consolidating their staffing suppliers



29% more say they plan to.⁴

At Indeed Flex, we provide 24/7 support and a dedicated account team - to give every client a seamless experience.

Four challenges when using an agency network

1 Control and visibility of spending

52% of leaders currently believe their organisation's survival depends on reducing costs. Yet using temporary staff during the pandemic led to a 39% increase in expenditure. While temporary workers are a vital tool for increasing flexibility and plugging skills gaps, most businesses struggle to manage the costs.⁵

The first challenge is simple: to gain control and visibility over your temporary staffing spend. When sourcing from multiple agencies, it is easy for data to become siloed, or to simply lose track of the process. This leads to a lack of visibility and almost inevitably creates inefficiencies.

The solution is to develop a centralised data source that allows you to track your outgoings over time, as well as greater visibility of the overarching staffing market. This will help you understand how efficient your spend is and enable you to locate opportunities for spend optimisation.



58% of companies only share recruitment data with leadership, creating silos and severely limiting visibility.⁶

⁵<https://londonlovesbusiness.com/uk-businesses-spending-1-2bn-on-temp-hires/>
⁶<https://yello.co/blog/recruitment-operations-statistics/>

2

How to reduce your agency spend

Even with proper visibility, it is often not simple to reduce the amount you are spending on temporary workers. The rate is generally set by a labour market you have relatively little control over, and few businesses can simply reduce the number of staff they use.

There are, however, two strong strategic ways you may be able to reduce spend. The first is to find a vendor management system or managed service provider which will enable you to avoid excess fees - thus reducing your margins. The second is by implementing a demand management system, so that you avoid overstaffing- and therefore reduce your overall spend.

Deloitte estimates that large companies spend up to 30% of their procurement budget on temporary workers.⁷

3

Getting the most out of workers

Organisations will always want to maximise productivity and engagement amongst their staff. But when sourcing temporary workers, this challenge is compounded because they can't generally lean on factors like job security or benefits.

Instead, your business needs to find ways to optimise the employee experience so that agency staff feel motivated. This could be achieved in a number of ways, whether through improving the onboarding process, creating a positive and welcoming culture or promising more consistent work.

92% of employers believe enhancing the Employee Experience is a top priority for post-pandemic success.⁸



4

Maintaining relations with suppliers

The benefits of using an agency network rely on positive relations with individual agencies. While your business is the “client”, and can therefore to some extent set the terms of engagement, agency staff are in high demand - and must feel they are being treated fairly.

From ensuring timesheet delivery is faster and accurate to respecting all contractual obligations, there are a number of ways to signal respect to suppliers. The net effect of proactive engagement will be that agencies favour your business - and provide you with exceptional service in return.

Demand for temporary talent has exploded in recent years, creating more competition for the highest-quality workers⁹

⁹<https://www.stafffinders.co.uk/blog/2019/01/the-rise-of-temporary-staff-recruitment?source=google.com>

Four ways to get the most out of your agency workers

1

Use a Vendor Management System

A Vendor Management System (VMS) is an internet-enabled platform that helps businesses procure and manage temporary workers from their agency network with ease.

Indeed Flex's VMS is a perfect example, as it is purpose-built to help you make the most of your temporary staffing agency network. The VMS integrates your whole network into a single, simple-to-use platform that allows you to source high quality, reliable temporary workers overnight.

We streamline the entire procurement process, making everything from compliance to digital timesheets simple and efficient. This enables you to focus on making strategic decisions and ensuring workers are deployed effectively.



2

Generate real-time data

Highly data-driven organisations are **3X more likely** to report significant improvement in decision-making,¹⁰ and staffing is no exception. By generating real-time data on your temporary workers' performance, skills and location, you can make more efficient decisions over time - and ensure your spend produces the best possible results.

With Indeed Flex, you have access to a centralised data and analytics function which enables you to track and analyse both suppliers' and individuals workers' performance in real-time - gaining total visibility so that you can optimise your staffing spend.



3

Build a “blended” culture

One of the most effective ways of motivating temporary workers is by creating a culture that actively makes them feel welcome. Many companies struggle in this regard, because their existing workforce is entrenched in a particular way of working.

As you move to a new model of staffing, you must look to encourage integration between full-time and temporary workers. This will help reduce friction and ensure new workers are onboarded more quickly. This, in turn, will unlock greater flexibility and enable you to rely more heavily on temporary staff over time.

¹⁰<https://www.thinkwithgoogle.com/marketing-strategies/data-and-measurement/data-driven-organization-statistics/>

4

Align internal incentives

Communication and alignment between departments is a common obstacle when increasing the volume of temporary staff you use. HR, operations and procurement must all be on the same page in order to ensure temporary workers are integrated seamlessly.

Whether getting buy-in from stakeholders or ensuring key individuals know what is needed, **creating strong channels of internal communication and assigning responsibility can be invaluable in ensuring agency staff are used optimally.**

5

Find the right partner

Agency management is much easier when you have the support of a trusted partner. Indeed Flex supports you through it with ease.

You have a single point of contact for everything staff-related, to maximise efficiency. The Indeed Flex team is dedicated to onboarding agencies that match your needs and manage the relationships for you.

We consolidate all invoicing in one place whilst acting as a centralised platform to manage all agency bookings. Easily extract financial data for each venue, helping you to understand usage in granular detail.



Interested in learning more?

Book a meeting with one of our experts to discuss how Indeed Flex can help assist you with your staffing needs today.

Email us
enquiries@indeedflex.co.uk

Call us
0203 880 6955



We provide nationwide coverage across the United Kingdom



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