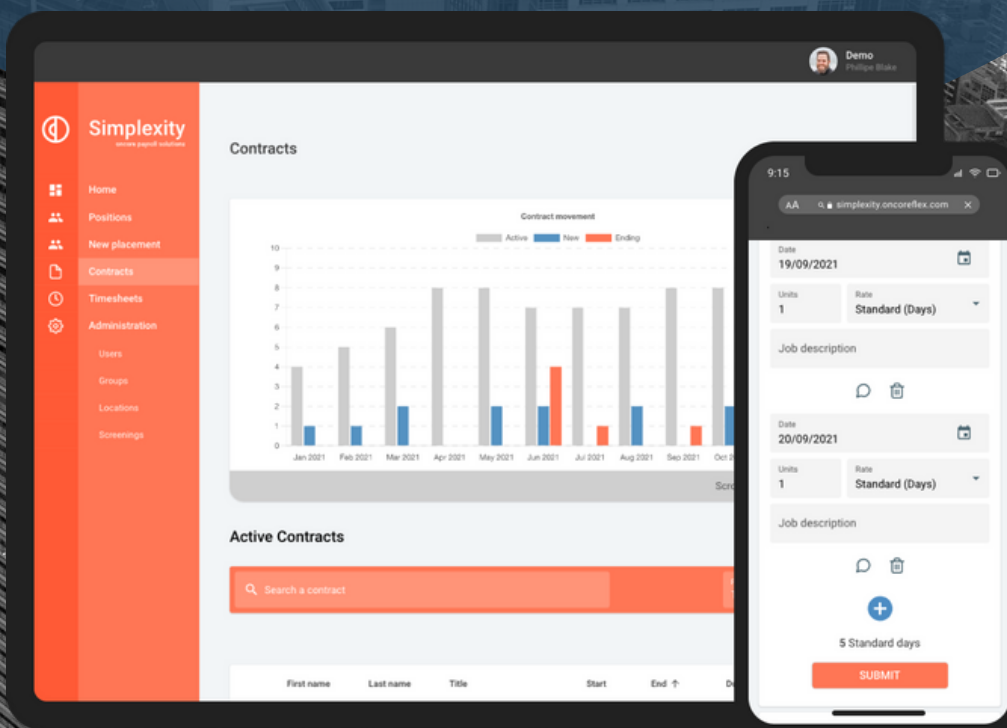




Changing the Game

How Allianz implemented an industry-leading **Contingent Workforce Management** solution, at a fraction of the cost of traditional offerings.

CASE STUDY





Allianz is a global leader in providing integrated financial services. In Australia, Allianz is one of the largest general insurers and has over 3 million customers.

In recent years, the company has made great strides in streamlining and strengthening its contingent workforce management frameworks. Through engaging with Oncore, Allianz has gained significant cost efficiencies and improved visibility of their contractors.

Starting with the challenges

Like many organisations today, Allianz faced a number of challenges when it came to the visibility of their contractor population, as well as being able to manage and control at an optimum level. The company has approximately over 500 contractors working at any given time across a range of its divisions.

 **500+**
CONTRACTORS
across Allianz business units

26 **RECRUITMENT
AGENCY
SUPPLIERS**

Some of the key challenges were:

- No real-time visibility on contractor numbers and spends.
- Managing contractor timesheets, invoices and cost allocations in efficient and effective manners.
- Multiple touchpoints and manually-driven processes.

Searching for a new solution

Giovanni Ribudiyanto joined Allianz at a time when the need was identified to implement a centralised contingent workforce management solution.

What's your background and what has been your goal at Allianz?

I started my career in technology recruitment, however my focus over the last 7 years has been in Contingent Workforce Management (Managed Service Provider) solutions.

I've been in this industry a long time and my experience is that some other models do not always fulfil an organisation's aim to be both flexible and cost effective at the same time.

My goal was to implement a new solution that would ultimately allow us to optimise cost effectiveness and at the same time strengthen/streamline our contractor management frameworks.



Manager, Recruitment Optimisation and Contingent Workforce

'..my experience is that some other models do not always fulfil an organisation's aim to be both flexible and cost effective at the same time..'

The turning point

So many companies continue to operate with what they have. What was the trigger for you to begin your search for a brand new solution?

There were times when we needed quick access to accurate details like how many contractors we had in total, or per supplier and what their rates were, but we did not have the ability to obtain real time data.

We needed all of this information in one simple real-time view.

Addressing the challenges

What was the ideal solution you were searching for to address your challenges?

Our aim was to simplify our processes and have full control internally around how we sourced and managed contractors while remaining 100% compliant.

We needed a solution to provide:



After conducting thorough reviews on potential options for us, we determined that the best solution for Allianz that would deliver everything that we needed was the implementation of a “Standardised Timesheet Platform & Automated Invoice Processing” solution through Oncore.

A unique collaboration with Oncore

Why did you choose Oncore?

Oncore had already proven their capability through the delivery of their outsourced contractor management and payroll services. Given that Oncore also owned their software assets, we found Oncore was best placed to assist us in achieving our ultimate goal.

Coincidentally Oncore was also on a path to building an innovative solution for enterprises. So we cooperated to build something beneficial not only for Allianz, but potentially for the whole industry.

What are the top 3 benefits of engaging with Oncore?

Cost Optimisation

1

Implementing this industry-leading solution helped Allianz achieve much more substantial savings, if it utilised more traditional options in the market.



Technology

2

With Oncore owning and building their own technology, they had the ability to listen and work with us to configure their solution to the needs of a large scale enterprise like us.



Simplicity

3

Through this unique solution, we are now able to simplify the way we manage contractors via a "1-Platform" solution, strengthen our Risk Management frameworks, and enhance productivity & user experience.



The solution Oncore provides

What are the key features and solutions you've implemented with Oncore?

The model that Oncore offers falls under a solution called Simplicity - A workforce management and payments solution for the extended workforce, utilising their technology OncoreFlex.

Real-Time Single View

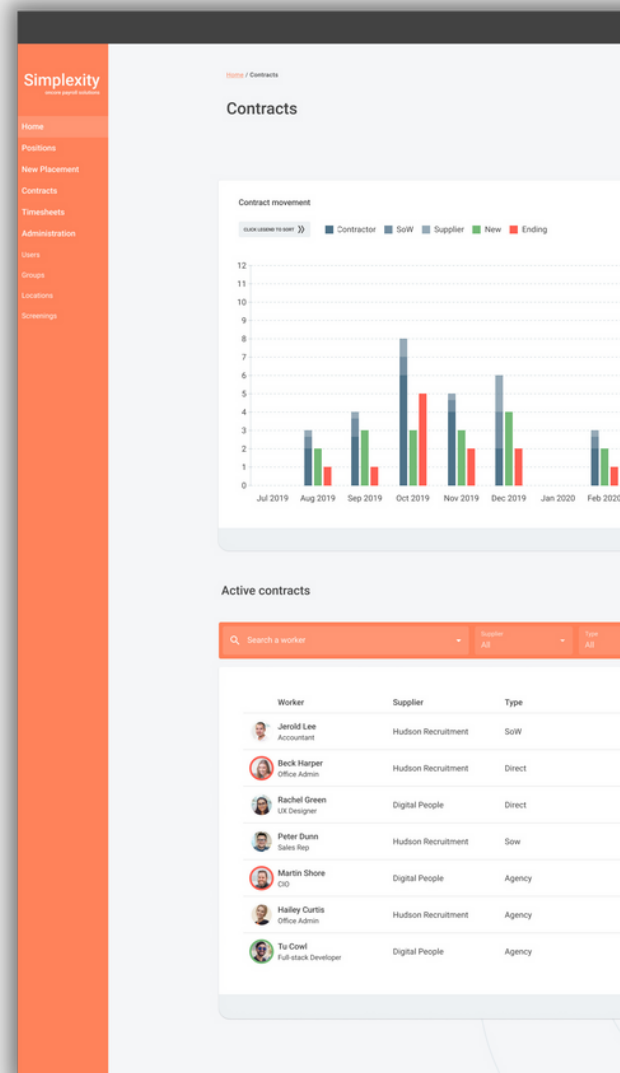
Utilising Oncore's own technology platform OncoreFlex, Allianz is able to gain real-time visibility of its contractor population.

No more time and effort spent manually collating information from many different suppliers - it's all there on one screen.

Standardised e-Timesheeting

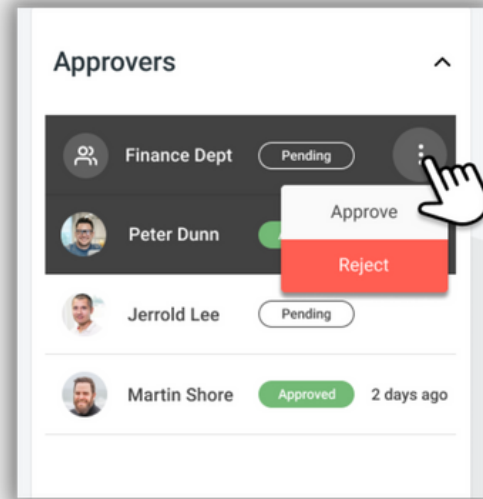
With all contractors now managed within the OncoreFlex platform, Allianz approvers have a single login rather than multiple access points to review and approve timesheets.

This has helped to standardise the timesheeting and approval process saving hours for our key internal stakeholders, contractors and suppliers, while lowering the risk of data errors.



Multi-Sequential Approvals

OncoreFlex also allows Allianz to apply a "Multi Sequential Approval" system in the timesheet approval process, enabling timesheets to be simultaneously reviewed / approved as both timesheets and invoices.



Consolidated Invoicing for faster payments

Through Oncore's "one consolidated invoice" approach Allianz has drastically reduced supplier payment management costs and risks.

While Allianz's recruitment agency suppliers continue to retain ownership and management of their contractors, this solution allows the utilisation of "Recipient Created Tax Invoice (RCTI)" approach, removing the need to issue invoices to Allianz and therefore allowing Allianz to facilitate much more efficient (faster) payments to them.



Automation of cost allocation

This new way of working also enables Allianz to significantly simplify and automate the cost allocation processes within its own finance system.

This is a truly unique and beneficial feature of Oncore's solution.



Working with Oncore

What has been your experience collaborating with Oncore so far?

'It's a real collaboration. It feels like we're building together.

The team are so responsive and great to work with. They provide Allianz, our contractors, and our recruitment agency suppliers with the best care and experience.

We first ran weekly meetings with the Director and Technology teams, and then once the main pieces were built in, we continued weekly meetings with the delivery teams.

Contractor Transitions

The process to transitioning hundreds of contractors over to the OncoreFlex platform was smooth and well managed.

The end-to-end transition processes were carefully planned and well executed by their team. Any technical or process hurdle was addressed and rectified straight away. This is a testament to Oncore, as they are here to make the experiences as easy and seamless as possible.

True Collaboration

The close collaboration that we've had with Oncore and their ability to be agile have allowed us to deliver on what we really needed, in order to streamline and simplify as well as strengthen the way we manage our contractors end-to-end.



The results

What does Allianz look like today?

Allianz is a team of professionals who are the best at what they do. Collaborating with Oncore to develop and deliver this unique solution has given us the tools and processes to be able to be in control of how we effectively and efficiently manage our contractor population.

COST OPTIMISATION

Achieved much more substantial savings & cost effectiveness

TOTAL HOURS SAVED:

minimum

2000 hours
per year



SUCCESSFUL
CONTRACTOR
TRANSITIONS



500+

STREAMLINED & AUTOMATED PROCESSES

Contractor Timesheets,
Invoices & Cost Allocations

Our close collaboration with Oncore has allowed us to build a unique industry-leading solution and also a solution that is significantly most cost effective in the market for us, while still delivering on what we really need and more.

This solution also gives us the opportunity to focus more of our time and effort on managing our talent pipelines and providing our contractors with an exceptional experience.



Time to streamline your contingent workforce and take back control

As the world of work continues to change at a rapid pace, it is critical for organisations to adapt and implement simplified but advanced workforce strategies to remain efficient, competitive and cost effective.

We are here to support your flexible workforce so our solutions are flexible too. We welcome feedback and further discussions to help you reach your goals.

CONTACT US TODAY

 **1300 654 484**

ONCORESERVICES.COM

