

Contractor Management in IFS Cloud Service Management

Efficiently manage contractors to control costs and improve satisfaction for customers and contractors.



Service providers are facing mounting pressure to operate workforces that blend employee and third-party resources due to margin growth goals and labor shortages. Effective contractor management is essential for businesses that rely on external resources to meet service demands.

Managing contractors well is complex, time-consuming, and prone to errors. This increases costs, reduces efficiency and lowers satisfaction for both contractors and customers. Common challenges include ensuring compliance with labor laws and regulations, selecting qualified contractors, negotiating and managing contracts, monitoring performance and controlling costs. Additionally, inconsistent, seasonal or regional variations in demand with the need for specialist skills further complicate the process.

Contractor Management in IFS Cloud Service Management addresses these challenges by simplifying and standardizing onboarding, coordination, management, and financial controls. This ensures efficient use of contractors, reduces costs, and maintains high service standards.

Benefits



Boost service margins with greater visibility of costs and utilization to effectively control contractor spend



Improve efficiency across all stages, from contractor onboarding to work execution, knowledge sharing, invoicing and payment



Enhance service delivery by easily augmenting your workforce to handle peaks and troughs, adapt to seasonal changes, add specialist skills, or mitigate labor and skill shortages



Increase service quality by managing contractors with the same standards as in-house teams ensuring consistent service delivery.

Key capabilities

Multiple contractor models provide full workforce flexibility to meet demand. Support capacity-based, named and temporary resources in one solution with hours, job volume and regional limits.

Contractor relationship management enables effective communication and collaboration with contractors ensuring strong working relationships. This includes managing contractor agreements, performance reviews, and feedback mechanisms to maintain high service standards and foster long-term partnerships.

Contractor onboarding standardizes the rules and requirements for effective onboarding from checklists and documentation to defined contractor agreements.

Contractor agreements define coverage, costs, skills, capacity and utilization limits. Full customer contract coverage for back-to-back agreements and partial coverage of specific services or regions of a customer contract, or stand-alone frame agreements.

Resource Allocation reduces dependency on external resources and optimizes overall workforce management. Flexibly prioritize between in-house resources and contractors. Choose to prioritize in-house resources while optimizing contractor usage during peak periods to maximize efficiency, ensuring that in-house teams are fully utilized before deploying contractors. Alternatively, balance the work across the workforce to reduce travel.

Contractor planning & scheduling allows businesses to schedule contractors effectively reducing idle time and ensuring they are utilized during peak periods. Optional AI-powered optimization learns from typical time-to-fix, skills, proficiency, and travel times to ensure efficient contractor deployment.

Contractor Portal provides contractors with 24/7 self-service access to record their work actions, including time reporting, material usage, returns, steps, and expenses. Review and approve, comment on, or reject invoice previews and access standardized contractor documentation.

Automated invoicing and contractor self-billing capabilities accelerate the billing process, ensuring accurate payments and reducing errors. This automation minimizes manual administration, making the entire process more efficient.

Contractor Performance Monitoring ensures contractors meet expected service levels through continuous monitoring. Track key performance indicators such as response times, completion rates, and customer feedback to identify areas for improvement.

Contractor APIs streamline and automate contractor management, allowing contractors to effortlessly retrieve jobs, accept or reject assignments, complete work, and provide comments. Additionally, they can approve payment lines, making the entire process more efficient and user-friendly.