HICX SOLUTIONS

Randstad

CASE STUDY

August 2015

Context

As a talent partner helping companies face complex challenges, Randstad Sourceright provides the global resources, expertise, capability, and vision to drive business results.

In order to deliver on this strategic commitment, Randstad Sourceright realized it had to address its own internal business processes, particularly in supplier management. Adding to these imperatives was a merger that brought new process demands, as well as increasing supplier risk and compliance complexities that required additional data gathering and tracking.

Challenges

Competitive advantage

Randstad Sourceright had to find a centralized supplier relationship system that streamlined and automated supplier processes, and brought improved process efficiency that would be critical to fuelling customer satisfaction and growth.

Centralizing supplier management

With multiple, discrete internal supplier systems, numerous manual processes, and increasing complexities across customer programs, the Randstad Sourceright supplier strategy team no centralized view of existing supplier relationships or data elements across customers.

Supplier communication management

Randstad had no single supplier communication point for collecting/auditing of data and were relying on the highly manual process of individual staff emailing and collecting information from suppliers.

The Solution

A single comprehensive supplier management solution with the flexibility that Randstad Sourceright needed providing a simple, flexible supplier communication tool with which to gather and verify supplier data.

Using a configurable data model, HICX has helped simplify management of diverse organizational structures across Randstad Sourceright's customer base and ensured ease of change as business needs demand.

With a single, centralized view of all suppliers across customers and programs, sales teams can immediately respond to questions about existing supplier coverage and the impact on deployment time. The result is confidence in Randstad Sourceright's ability to easily view and report on suppliers, while reducing onboarding time.

Randstad Sourceright can now easily inquire on key data, such as supplier capabilities, locations served, and skills and qualifications. In addition, with supplier regulatory and program compliance increasingly having a direct impact on potential risk to Randstad Sourceright and its customers, HICX provides simple

collection and tracking of compliance documents and renewals to reduce risk and lower the cost of compliance.

Benefits

"HICX has been a game changer for us in the marketplace. Randstad Sourceright can now offer industry leading talent expertise backed up by best--in--class technology. As a result, prospects and customers have greater visibility, flexibility and the knowledge that we can support any changes in their business quickly and efficiently." Mary Kristynik VP, Supplier Strategy, Randstad Sourceright

Competitive Advantage

One of the unique aspects of solving the supplier management challenges at Randstad Sourceright was the immediate impact on competitive advantage in the marketplace. While Randstad Sourceright has always been a leader in talent acquisition and management MSP solutions, its partnership with HICX has allowed it to move to the next level and offer capabilities unmatched by its competitors.

In addition, where other MSP's may impose business hierarchy and organizational structures, the flexibility inherent in the HICX data model ensures prospects that they can retain their existing organizational structure, and have the complete ability to change it as their business grows and changes.

Efficiency, Lower Costs and Improved Compliance

Internally, Randstad Sourceright has realized significant process efficiencies, added new supplier management capabilities, and lowered their overall cost to deliver. With HICX as a partner, Randstad Sourceright has moved from managing suppliers customer by customer, to having a global single source of supplier information that can be leveraged across customer relationships, while maintaining the flexibility needed for each customer's requirements.

> *"The ability to quickly and efficiently manage our supplier relationships has become a key competitive differentiator for us. By providing visibility across all existing suppliers, and accelerating new supplier on--boarding, we can deliver market leading customer service to our clients. HICX has allowed us to meet and exceed all of our solution expectations, driving down costs, and improving our ability to win new business."*

> Mary Kristynik VP, Supplier Strategy, Randstad Sourceright

ABOUT HICX

What We Do

Our platform lets you digitize your old procurement, finance, compliance and supply chain processes.

This creates real value drivers for your business operations derived from improved data quality, better collaboration, centralization, and automation.

Why We Do It

Because no one else is!

While everyone is trying to fit a square peg in a round whole (by adapting transactional systems such as ERP and P2P systems, which are inherently created to be rigid), HICX opted to create a unifying platform that could work across system silos and is super flexible to change.

Our master data management core connects real business processes with data management in such a way that enables businesses to centralize, streamline, and automate processes faster than ever before creating real value.

Our Story

HICX is the brainchild of two computer scientists, who came together to create something different in the world of Enterprise software. Founded in 2004 out of London, UK, the company bootstrapped R&D in the early years through its consulting practice which allowed them to hone their craft by understanding the use and limitations of today's Enterprise software for large complex organizations.

Coming to market in 2012 with its first off the shelf offering, they gained rapid traction in Europe and North America, with Global 2000 companies who saw their platform for Supplier Data Management as transformative for Procurement, Finance and Shared Services.

Unlike most companies in the space which focused on hard coding a single process, HICX focused on creating a platform – why? In today's fast paced global economy your requirements today are not going to be your requirements tomorrow, if you cannot quickly adapt software to fit your needs it will quickly become a legacy platform.

HICX has grown and today operates out of the UK, US and UAE and manages millions of suppliers through its platform across 90+ countries globally, but our focus hasn't wavered. We still make business software that's efficient, simple to use and built for change.

We embody the same values we've had from the beginning and put engineering and innovation for our customers first.