



EBOOK

What Workplaces Need and Aren't Getting From Hourly Staffing Providers





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Introduction

Workplaces are evolving and HR and Operations leaders need the right solutions to maintain peak performance — and the way they access workers is no exception. To find these solutions, it's important to understand what organizations need but aren't currently getting from traditional staffing providers.

Throughout this guide, you'll learn:

- The key pain points of traditional hourly staffing that need to be addressed
- The impact of evolving technology on new approaches to staffing and the rise of workforce-as-a-service (WaaS) solutions
- How implementing enhanced solutions can transform and optimize your workplace operations



Pain point #1:

Minimal Insight

With traditional hourly staffing, HR and Operations leaders have minimal insight, as a result of low visibility and transparency, into the employment process. This includes uncertainty surrounding:

 **Who's being sent**

 **Their skills and experience**

 **What their expectations are**

98%

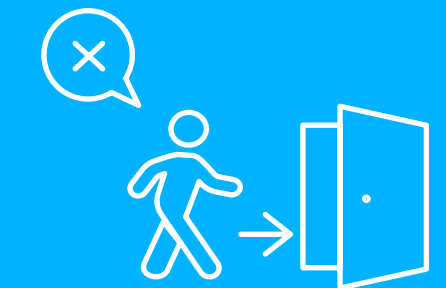
of employers and 97% of employees agree that the cultural fit between workers and their organizations is highly important¹. However, with a lack of insight into how traditional agencies source, interview, review and select talent, it's difficult for workplaces to understand the quality of workers sent and whether they're a suitable match for the organization — which can **perpetuate high rates of turnover and directly impact a business's ability to meet the demand of their customers.**

Pain point #2:

High Turnover

Companies are also facing continuously high turnover rates, and traditional staffing providers aren't able to keep workplaces fully staffed.

In 2021, an average of over **3.98 million workers quit each month**². This mass exodus, termed the "Great Resignation," has impacted every industry and made it difficult to retain talent. This inevitably results in slow backfill, potentially leading to burnout in your current workforce and the inability to meet goals.



**3.98
MILLION**
quit each month
in 2021

Solutions that reduce turnover and speed up backfill are more critical than ever, as organizations with **higher retention can maximize profits up to four times**³.

1. www.robertwaltersgroup.com/content/dam/robert-walters/country/united-kingdom/files/whitepapers/Robert-Walters-Cultural-Fit-Whitepaper.pdf

2. www.shrm.org/resourcesandtools/hr-topics/talent-acquisition/pages/interactive-quits-level-by-year.aspx

3. legaljobs.io/blog/employee-retention-statistics/

Pain point #3:

Inadequate Flexibility

“Managing uncertainty is one of the largest concerns of workplaces today due to issues with the supply chain”.

Matt Laurinas, Chief Customer Officer at Bluecrew

While hourly staffing providers can sufficiently source workers, they can't adequately offer the flexibility or scalability needed to meet variable demand, leaving HR and Operations employees left without the tools needed to meet these needs.

Fluctuating demand and supply chain disruptions have made demand forecasting more challenging than ever; however, traditional hourly staffing remains rigid and inflexible. These traditional staffing vendors manually review resumes and conduct one-to-one candidate outreach, a process which simply cannot keep pace with ever-changing workforce needs.

Pain point #4:

Slower access to workers

With traditional hourly staffing, you have access to workers, but how fast are you able to get them up and running at your company?



Recruiting and onboarding are inevitably time-consuming. On average, it takes 42 days to fill an open position⁴. Without fast access to workers when they're needed most, **organizations are likely to see reduced operational efficiency — which is detrimental to your bottom line.** In today's workplace, businesses need solutions that provide quicker access to well-qualified talent that they know is a solid fit.

4. www.hirevue.com/blog/hiring/eight-recruitment-metrics-that-matter

Pain point #5:

Inefficient Management

A lack of visibility in traditional hourly staffing translates into inefficient workforce management. Workplaces need real-time access to all aspects of their workforce, including who is on-site, who's clocked in, the ability to communicate with one or all workers, and more. With traditional staffing providers, workplaces only have a list of worker names, which makes managing workers an inefficient mess.

Workplaces need **clear visibility** and **transparency throughout the workday**, which makes it possible to effectively manage an hourly workforce.

Pain point #6:

A Lack of Actionable Data

Is your staffing provider saying your wages are too low, but not offering concrete data to support their recommendations? Hourly staffing providers don't typically provide the actionable data, real-time analytics or success metrics that your company needs to fully understand its operations or make future improvements.

Data-driven decision-making can help your



Organization
Lower Costs



Enhance Operational
Efficiencies



Increase
Revenue



Improve the
Customer Experience⁵

Without quick access to accurate and current information, effectively optimizing many aspects of your hourly workforce, such as wages and schedules, is significantly more difficult.

Overall, leveraging data and analytics is a powerful way to validate your operations, measure and track workforce performance improvement, and gain a competitive advantage.

5. <https://www.pipartners.com/data-analytics-statistics/>

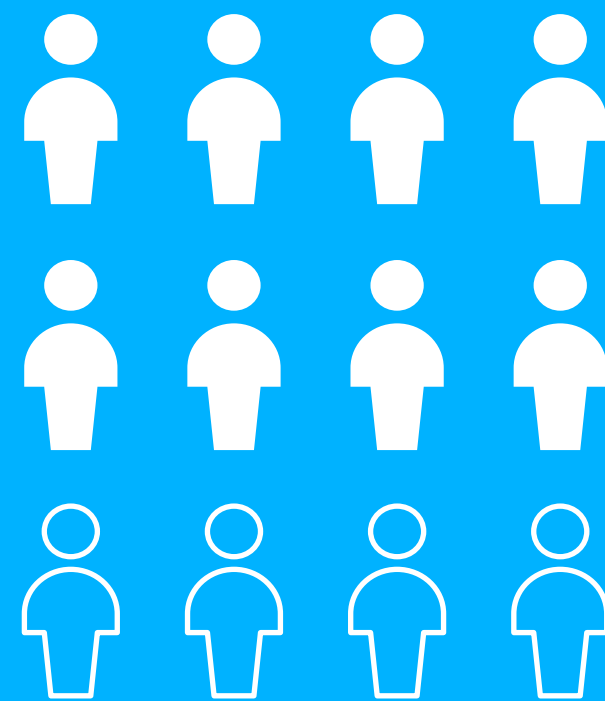
The Evolution of the Modern Workplace and Workforce

“Traditional hourly staffing providers are reactive rather than proactive. By the time they connect customers with the help they need, it’s too late”.

Matt Laurinas, Chief Customer Officer at Bluecrew

Both workplaces and workforces are evolving — exponentially so in recent years. For example, a recent survey showed that hourly workers value job stability over flexibility and that 60% of hourly workers now say that not being treated respectfully will drive them to leave a job⁶.

With the introduction of new technology and tools, organizations are employing workforce solutions that weren’t previously available, many of which solve the needs of both the worker and the workplace.



**60% OF
HOURLY WORKERS**

say that not being treated respectfully will drive them to leave a job⁶

These new solutions are being quickly adopted as an investment in productivity — **simplifying and improving the employment process for both workers and the workplace, while simultaneously making utilizing an hourly workforce more efficient.**

As improvements continue, 70% of companies either have a digital transformation strategy in place or are working on one⁷. Along with this introduction of new technology, comes changes in the workforce. In fact, 32% of organizations are now replacing full-time employees with contingent workers — to increase efficiency and reduce overhead⁸.



**32% OF
ORGANIZATIONS**

are now replacing full-time employees with contingent workers

The modern workplace also necessitates resilience and agility to navigate uncertainty and variable demand. In fact, 92% of organizations highly effective at change management report high or moderate agility — three times more than companies that report minimally effective change management⁹. However, your workplace needs powerful solutions that enable these results.

6. [4782656.fs1.hubspotusercontent-na1.net/hubfs/4782656/Content%20Marketing/120221_State_of_Hourly_Workers.pdf](https://www.hubspotusercontent-na1.net/hubfs/4782656/Content%20Marketing/120221_State_of_Hourly_Workers.pdf)

7. www.forbes.com/sites/blakemorgan/2019/12/16/100-stats-on-digital-transformation-and-customer-experience/?sh=374c3cc43bf3

8. www.gartner.com/smarterwithgartner/9-future-of-work-trends-post-covid-19

9. www.pmi.org/-/media/pmi/documents/public/pdf/white-papers/org-agility-where-speed-meets-strategy.pdf

How Bluecrew's Workforce-as-a-Service Can Transform Your Organization



New approaches to workforce recruitment and management exist to mitigate the pain points organizations face when working with hourly staffing providers.

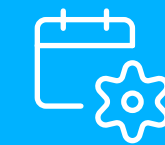
How Bluecrew can help you streamline your business's utilization of an hourly workforce:



Transparency into the quality W-2 hourly workers Bluecrew sends you, kept engaged through interactive loyalty programs, increases visibility and reduces turnover.



A workforce that quickly expands and contracts in response to demand gives workplaces the flexibility and access to hourly workers needed to keep operations running smoothly.



24/7 access to workforce management technology, which includes roster transparency and scheduling tools, makes managing daily workforce operations more efficient.




Continually improve core operations with actionable data, like optimal shift schedules and recommended wages, through Bluecrew's powerful analytics.

Our workforce-as-a-service technology platform helps businesses improve control and visibility, reduce costs, increase efficiency, and simplify the overall employment process — while taking a proactive approach to challenges as they come. This solution combines an agile high-quality workforce with powerful management technology and actionable data to deliver the results you need.



Along with the ability to scale up and down as needed, Bluecrew's workforce-as-a-service approach helps your organization deploy and manage an hourly workforce like never before. Clear oversight and control give your company the power and flexibility needed to keep output predictable and efficient, maintain low labor overhead costs, and keep customers happy. With one robust platform at your fingertips, your hourly workforce can be effective, transparent, and cost-effective.

Transitioning from using traditional hourly staffing solutions to Bluecrew's hourly workforce technology can lead to:



42%
REDUCTION
IN TIME TO
FILL JOBS

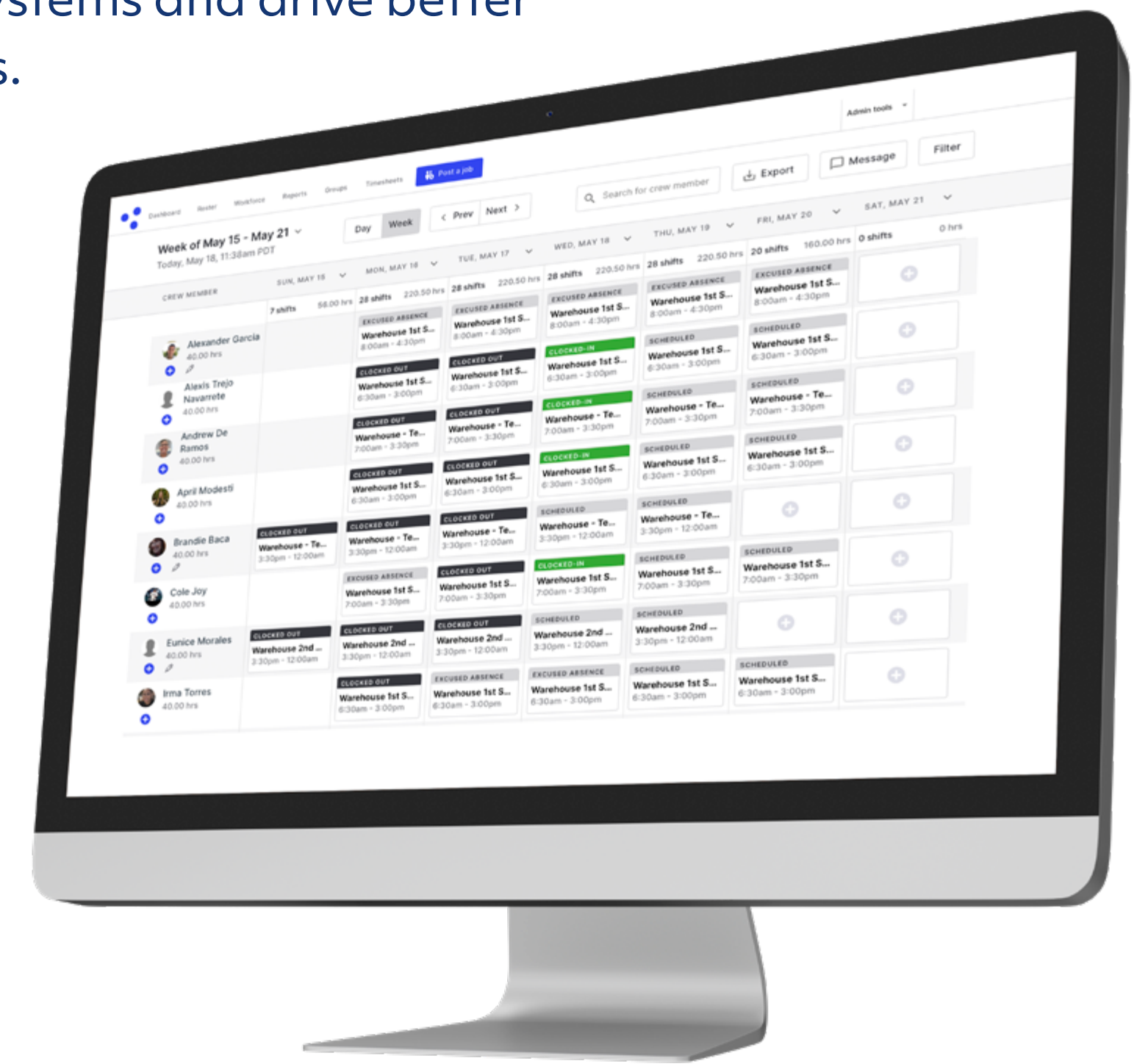


38%
REDUCTION
IN BAD-FITS



20%
REDUCTION
IN COST

Advanced workforce-as-a-service solutions are making contingent worker challenges from traditional hourly staffing providers a thing of the past. With quality workers, scalability, and powerful control at your disposal, Bluecrew acts as your true partner to upgrade your systems and drive better business outcomes.



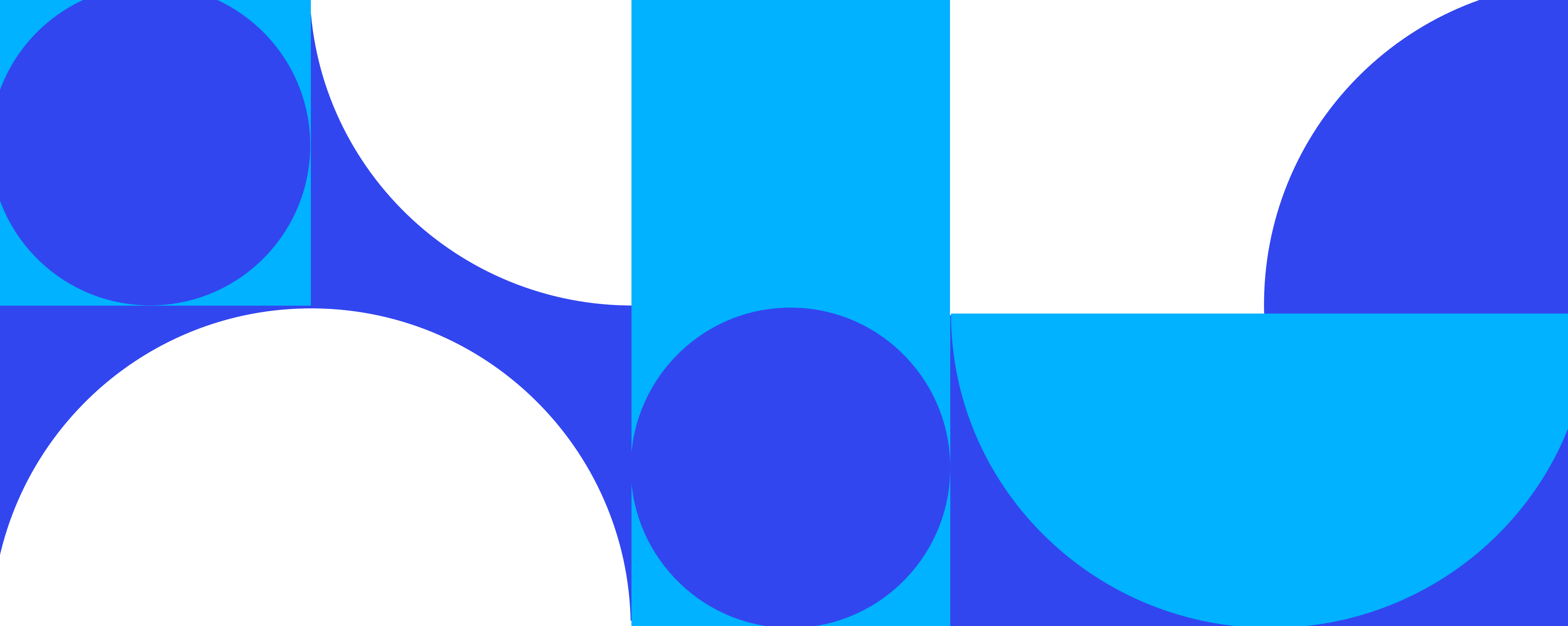
Conclusion

The staffing, recruiting, and workforce solutions industry works with businesses across virtually all industries. However, the traditional approach to hourly staffing is static and inflexible, which may no longer be sufficient to support the needs of the modern workplace. Organizations are quickly adopting more dynamic technology, tools, and solutions that can make the employment process faster and more efficient — while reducing operational costs and driving organizational productivity in the process.

Upgraded platform technology and novel approaches from Bluecrew aim to help your organization stay dynamic, agile, and proactive in the face of uncertainty and change. These solutions can significantly simplify and streamline your processes — keeping your business at maximum efficiency, output, and performance.

Learn more about how Bluecrew can transform your approach to staffing by scheduling a demo today at <https://www.bluecrewjobs.com/contact>.





 **bluecrew**

