



SMART TRACK'S BUSINESS ANALYTICS & CANNED REPORTS: AT YOUR SERVICE

One of the major benefits in adopting a Vendor Management System (VMS) is the automation of processes it brings as well as the reporting and analytics it drives off the automated processes in contingent workforce management; to help guide your business intelligence and data mining efforts.

With Smart Track, you have over 15 main analytics reports and nearly 300 canned reports that are readily available, with many more customizable tables, which help you drill down into the data of your choosing, at will. Even if you aren't serious about the benefits of mining

or can't follow up on all the statistical patterns and correlations, the extremely valuable built-in reports of Smart Track provide you with usable insights for improved processes and competitive advantage. The VMS itself applies these insights to create a tiered set of staffing suppliers, to share requisitions with them based on these insights. Let's rewind a little here.





While many other VMS providers can offer the first four, Smart Track can deliver prescriptive and exploratory analytics with its proprietary SIMSIM (Smart Intelligent Machine, twice over) Engine! With Smart Track, you have dozens of analytics reports and hundreds of canned reports plus Ad-Hoc Reporting, an OLAP (Online Analytical Processing) tool which helps you easily drill down into the data of your choosing, at will.

Smart Track offers data mining capabilities that collate all supplier data and looks at the key performance parameters. It measures the time taken to fill a position or the costs of having a position open and unfilled beyond a reasonable time frame, and it tracks every occasion where the talent supplied did not match your requirements. Having vendor scorecards that evaluate supplier performance objectively and comprehensively, tying in every metric directly to your business objectives and goals is the ultimate luxury your business can enjoy.

An example is your spend analysis. You can pull it as a report or a report with graphs and easily gain insight into your current monthly average, month-over-month and year-to-date spend.

Spend Analysis Report

Spend Analysis Report with Graphs

Innovation
Branding
Solution
Marketing
Analysis
Ideas
Change

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ODRworkforce **\$ Spend Analysis For (July-2016)** 9/19/2016 9:41:22 AM

[Click here for Last 12 Months Details](#)

155 Active CW's in July - 2016
Average Weekly Reg. Hours of 36.7813
Average Weekly Overtime Hours of 2.68
Average Weekly Pay: \$1,097.35

Week Ending	Weekly \$ Spend Details					July 2016		Change
	6/18/2016	6/25/2016	7/2/2016	7/9/2016	7/16/2016	Monthly Average	Month over Month(%)	
Active Head Count	140	139	141	135	140	139.00	139.00	-0.71%
Amount Received	\$202160.07	\$199040.48	\$202091.13	\$202960.64	\$214026.08	\$197996.24	\$197996.24	-6.38%
Average CW Weekly Pay	\$1124.06	\$884.23	\$1156.69	\$1140.72	\$1181.06	\$1097.35	\$1097.35	-22.04%
Average CW Regular Hours	37.31	32.31	37.77	37.85	36.47	36.74	36.74	-1.88%
Average CW OT Hours	2.51	0.39	3.54	2.93	4.02	2.69	2.69	36.10%

[Click here for Last 12 Months Details](#) Monthly Spend Analysis

149 Active CW's in June - 2016
Average Weekly Reg. Hours of 36.0765
Average Weekly Overtime Hours of 1.71
Average Weekly Pay: \$1,043.40

Week Ending	Weekly \$ Spend Details				June 2016		Change
	6/05/2016	6/12/2016	6/19/2016	6/26/2016	Monthly Average	Month over Month(%)	
Active Head Count	125	129	140	138	138.00	138.00	138.00
Amount Received	\$144477.16	\$195067.22	\$202169.50	\$197930.12	\$195006.01	\$195006.01	-6.00%
Average CW Weekly Pay	\$832.27	\$1096.27	\$1125.46	\$1117.89	\$1043.40	\$1043.40	-40.00%
Average CW Regular Hours	30.50	38.29	37.80	37.72	36.00	36.00	-4.14%
Average CW OT Hours	0.20	1.87	2.59	2.18	1.71	1.71	-4.21%

\$ SpendMonth

Month	Spend
Jan	\$608,230.25
Feb	\$781,933.97
Mar	\$760,236.97
Apr	\$760,344.03
May	\$977,209.07
Jun	\$977,209.07

YTD \$ Spend

Month	YTD Spend
Jan	\$24,051.23
Feb	\$1,402,263.97
Mar	\$2,183,798.95
Apr	\$2,944,025.91
May	\$3,921,339.98
Jun	\$4,661,655.01

Value creation with Business Analytics

Companies today set themselves clear objectives and roadmaps when mining data and would prefer to work in a hybrid data ecosystem, using both structured and unstructured data – which calls for flexibility in the reporting system offered by a VMS. It all starts with your data sets and moves through the process of intelligence gathering, insights, making business decisions, feeling the impact through cost-savings and then evaluation and course-correction, if necessary.

Those who don't have such objectives had better set themselves some objectives based on several questions. You can base your objectives on the following:

- What do you plan to achieve with the data mining and report generation?
- Do you understand your process enough to know which data you want to focus on?
- What problems do you plan to solve with such access?
- Are you looking for data to support your decision-making process or offer other value?



Using the Insights obtained:

- Gain increased transparency into the actual contingent labor spend and utilization to optimize program spend
- Use quantitative data to track candidate quality, quantity, and many other metrics pertaining to the supplier performance such as participation, responsiveness and cost of service to provide actionable feedback based on performance
- Manage distribution tiers and rationalize supplier base and prioritize their utilization
- Use predictive market rate analysis to enjoy a well-informed procurement, with Hard Cost Savings on new engagements
- Save on the administrative costs of having additional staff to oversee and handle invoice, payments and disputes while increasing the efficiency of the contingent labor program, processes and systems
- Analyze the risk on active requisitions, contractors or suppliers to ensure compliance with SLAs and achieve program's goals
- Significantly reduce overall costs and achieve on time project completion by predicting seasonal staffing requirements to align suppliers, keep them proactive and request contingent workers well in advance; avoiding higher bill rates at crunch time
- Drive cost and cycle time reduction, higher efficiency and enhanced business decisions overall by gathering quantifiable data which enables informed decisions and improves alignment with the organization's strategic vision and goals

The VMS manages the recruitment process so that:

- All requisitions are shared simultaneously with the suppliers in a tiered system
- There's visibility into supplier's performance – how many requisitions are filled, how fast, quality of candidates and rates
- It's easy to see skillsets are hard to get or taking too long to get
- The recruitment cycle is Automated
- There's a Systematic process from onboarding to offboarding
- Suppliers are tiered based on the quality of talent they supply
- Generates Certification renewal alerts and compliance reports; and alerts on Asset expiry, Tenure expiry and when Periodic clearances fall due

The Master Service Agreement between staffing clients and staffing suppliers defines their relationship in a contract labor management program. This agreement defines their individual roles clearly, sets out terms and conditions, concerning length, termination, insurance, indemnification, privacy, intellectual property, legal, compliance and other standards and parameters.

This arrangement presupposes a paramount need to evaluate the performance of a supplier to ensure a successful and effective relationship with the supplier and to ensure the success of the program and its goals. Every VMS generates a supplier scorecard automatically; but the real success of the evaluation lies in the weightages allotted to each of the performance parameters, by which a supplier is evaluated.

Supplier scorecards

Staffing firms act as the employers of record for contingent workers and provide end-to-end support through worker administration, economic management and redeployment of workers, while the staffing client manages the work effort and outcome.

- Number of non-employees working,
- Number of non-employees on roll but not working,
- Number of non-employees with offers soon to start,
- Number of non-employees with their contract soon to end/expire,
- Visibility into Non Employees Cost and Components (Non-Employee Pay and supplier markup cost data: Mandatory taxes, Supplier Margin, Benefits, Insurance, etc.)
- Approval vs. Actual – Visibility into approved budgets and amount as it pertain to new projects and requisitions and how that compares with actual and accruals.
- Hard Cost savings – Savings from reduction in costs on contractor's rates, supplier markups or reduction in labor hours/spend.
- Utilization/Charge Allocation analysis – who is working for what manager, department, cost centers and the respective actual spend, hours logged
- Volume Spend Analysis – Volume Analysis on Supplier Spend
- Diversity Spend Analysis – Visibility on Spend from Diverse / Small Suppliers
- Visibility into approval and cycle of new hires, timesheets, invoice and payment processes

One set of valuable data is the supplier scorecards that track and measure the relative performance of your suppliers and track the individual supplier's performance to mark improvements (or deterioration) over time, on a customizable range of parameters. When the manager uses the reports to share relevant feedback with the supplier, the data mining adds value by seeing where there is room for improvement, leading to better performance from the supplier.

If left unshared, the whole report is just a waste of time and energy and renders the effort completely ineffective.

Delivering data on contingent workers

Smart Track generates analytics reports which can be configured to provide reports on various aspects of contingent worker usage. Here is an illustrative list of these dynamic reports, which can be customized to user needs:

- Requirement Analysis
- Scorecard Analysis
- Market Analytics
- Cycle Time Analysis
- Spend Analysis
- Diversity Spend Analysis
- Current Performance Metrics
- Supplier Performance Details
- Supplier Performance Scorecards
- Individual Supplier Performance Scorecard
- Business Transactions and Spend by Quarter
- MSP-Supplier Consolidated Scorecard
- Savings Analysis
- SOW (Project) Provider Performance Analysis



Generate Hundreds of Canned Reports in the blink of an eye

You need information and you need it fast, so Smart Track can generate nearly 300 generic or “canned” reports from various categories as detailed below:

- Requisition Status
- Business Intelligence
- Business Intelligence on Supplier
- Contract Worker
- Supplier Management
- Supplier Reports
- Compliance
- Time Sheets and Expense
- Monthly Customer Invoice
- Independent Contractor
- User Management
- Audit Reports
- Client Reports
- My Contingent Workforce Reports
- Statement of Work (SOW)

When sharing feedback with suppliers, managers are able to restructure the performance criteria, set mutually acceptable expectations and standards as well as resolve any other issues to ensure the success of the program.

At DCR, we’ve discovered that our customers want to look back, see what’s happening now and peer into the future. Our data analysis can be of six types:

- Historical – Analyzes what happened in the past
- Operational – Analyzes what is actually happening now
- Analytical – Figures out why it happened
- Predictive – Forecasts what might happen
- Prescriptive – Advises on what action to take
- Exploratory – Explores what’s out there you’re unaware of

More information at your fingertips

Sure you can pull information on your suppliers, but with Smart Track, you can also pull program performance, hiring statistics and many more relevant reports to guide your business decisions.

Supplier performance is crucial to maintaining an effective program. Below are some ways you can slice-and-dice the data:

- Judge a supplier's performance against fulfilled requisitions
- Compare them to other suppliers
- Leverage a specific supplier's strengths
- Measure quality of supplier base
- Identify and penalize poor performance
- Measure supplier performance by location
- Manage suppliers as per your talent needs/requirement type, using a distribution list
- Identify niche talent based on role

Overall program performance can also be measured through the following items:

- Identify market rates (historical or real-time)
- Track utilization analysis
- Measure capacity analysis
- Determine volume discounts



Tracking and managing your hiring statistics is also a breeze. You can easily pull data to:

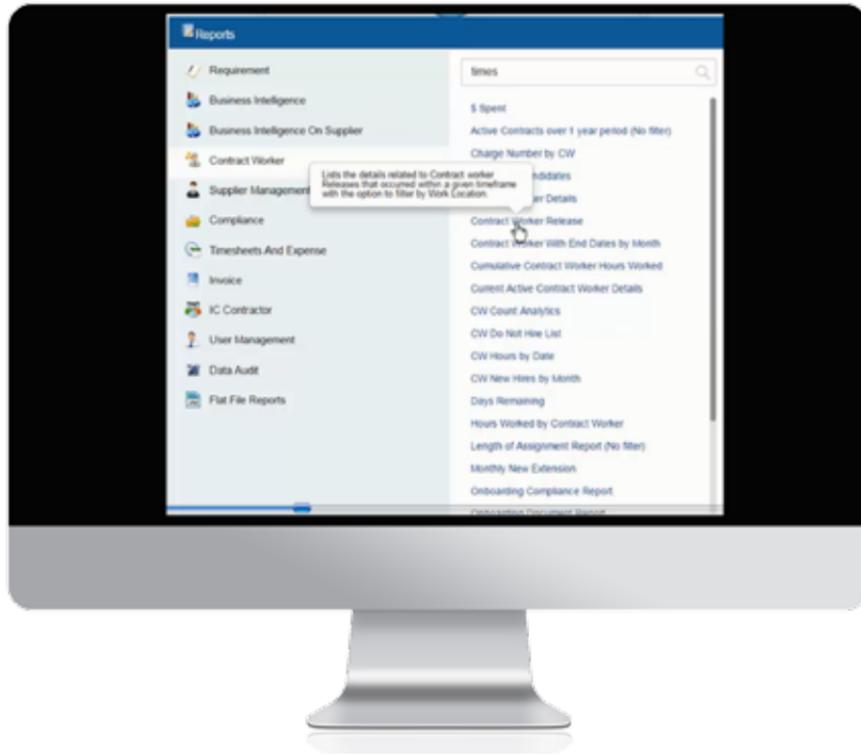
- Track open positions beyond a certain time
- Measure cycle time or time to fill
- Identify the CW's tenure and convert to permanent
- Measure diversity spend
- Quantify number of orders/requirements
- Look at candidate quality
- Determine fill ratio
- Evaluate cycle time
- Assess offers – acceptance/rejection
- Calculate failure to start
- Gauge late to start
- Evaluate number of candidates per open position
- Track and manage:

- Location-based availability
- Quality of candidates
- Req to check
- Candidate selection
- Recruitment
- Onboarding
- Payroll management
- Invoicing
- Location specific information
- Supplier specific information
- Information by candidate number
- By date
- By organization
- By category
- By type of service
- By cost center
- Onboarding documentation
- Utilization/scheduling (cost/fatigue)



Our canned reports are flat reports that offer standard parameters and filters that are pre-defined and use basic information. These reports do give you an opportunity to customize the values offered by rows and columns, to derive necessary insights.

Specialty of Canned Reports in SmartTrack:

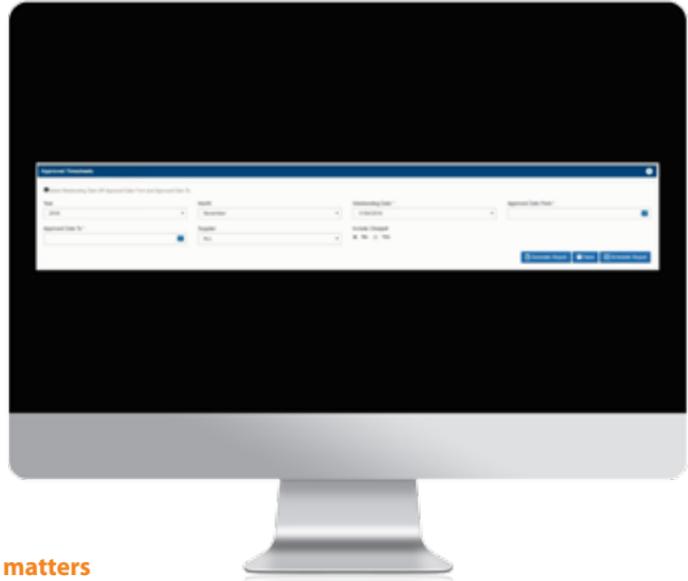


With its commitment to innovation and continuous improvement, the DCR team has brought in additional features to improve the look and feel of the simple but useful canned reports, which offer mostly data and no graphs and analytics. These reports come in useful to every department in the organization and stay consistent to the system as well as customer needs.

- 1 Click Access: You can dynamically access any amount of data, in any order you need, for any period either as an excel file or as a pdf file. Hover your cursor over each of the canned reports for a clear description of what it is offering.
- Search Capability: You can search through all the reports which contain a specific keyword, using the search capability.



- **Report Email Scheduling:** You can schedule the reports, and have the system generate them and mail them to you (and other users as per your specification) at periodic, pre-set intervals for any length of time as specified by you; giving you an enviable level of control over the operations.



- **Saved and Recently Viewed Reports:** The recently viewed reports get saved so that you can share them with other users – who can access them, without having to generate them again.



Data matters

Today's world is about data: generating it, collecting it, analyzing it and enjoying the process efficiency and competitive advantage provided by the insights. With the variety of reports available, we've got you covered. Use them to increase your competitive advantage in the marketplace, better your suppliers and maintain an effective program. Smart Track's Business Analytics and Canned reports are at your service.