

## Case Study: The City of London Corporation

Comensura helped the City of London Corporation simplify all aspects of temporary staffing through a single point of contact (Cnet), producing significant cost-savings



“Comensura’s temporary staff solution delivers a procure-and-pay solution that ensures the City of London Corporation is obtaining best value.”

Gary Dowding,  
Strategic Procurement Manager,  
City of London Corporation.

### **The scale:**

Managed vendors: 86  
Service locations: 82  
Weekly timesheets: 175  
Managed spend: £4,000,000

### **The customer:**

The City of London Corporation provides local authority services for the ‘Square Mile’. The City has only 9000 residents, yet spends more than £250 million a year on third party goods and services and collects in excess of £600 million a year in business rates. The City Corporation promotes the City as the one of the world’s leading international financial centres

### **The challenge:**

#### **Low fulfilment levels and service delivery**

Prior to appointing Comensura, all the temporary staffing requirements of the City of London Corporation were dealt with through a master vendor agreement encompassing a panel of several smaller suppliers. However, in reality this arrangement filled less than 70% of the organisation’s needs. Consequently, Line Managers needing to fill their vacancies urgently, often had to approach suppliers outside the programme, independently setting up preferred local supply agreements.

This costly and inefficient arrangement led to uncontrolled purchasing being undertaken piecemeal, and with little regard for contractual terms. The detrimental consequences included escalating budgets, a struggle to maintain the quality-control of temporary staffing, and a heavy burden on managers in terms of paperwork, since the City of London Corporation was dealing with an average of 175 timesheets on a weekly basis.

The situation placed an unnecessary strain on the internal management and resources involved in temporary recruitment. Recognising the need for a better solution to facilitate provision and administration of temporary staff, the City of London Corporation took the step of partnering with Comensura.

#### **Comensura’s responsibilities: Centralising contracts; reducing paperwork and costs**

Comensura took on responsibility for facilitating the fulfilment of the City of London Corporation’s entire temporary staff requirements. It was tasked with providing a means of managing the volume, quality and performance of the agencies which were contracted, and the associated paperwork. Comensura also had a valuable role to play in ensuring the quality of the staff supplied and negotiating preferential rates on behalf of the City of London Corporation.

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Following consultation with the City of London Corporation, the solution was achieved principally through Comensura's Cnet procure-and-pay solution, which was rolled-out to the internal managers responsible for temporary recruitment.

### **99% order fulfilment and 7% cost savings**

The Comensura solution has proven very successful for the City of London Corporation. Through partnering with Comensura, it has seen a 7% reduction in its temporary staffing spend - equating to gross savings of around £450,000 per annum. Since the start of the partnership, the City of London Corporation has achieved consistent order fulfilment levels attaining an impressive 99%.

The partnership with Comensura meant strategic staffing issues became a straightforward matter to resolve. The City of London Corporation's ordering managers found Comensura's Cnet software solution simple to use, but powerful in the scope it offered for reducing the burden of managing temporary staffing issues. They experienced immediate benefits which included a reduction in labour-intensive paperwork, such as matching timesheets

to invoices, and manual filtering and selecting CVs.

Managers were also able to readily access supplier management and performance metrics. Gary Dowding, Strategic Procurement Manager for the City of London Corporation is pleased with the results the partnership with Comensura has yielded. "A key benefit for us is the quality of management information, which allows us to control spend sustainably," he points out.

Following implementation of Comensura's solution, the City of London Corporation was no longer dependent on a small number of suppliers, and the reduction in their spend on temporary staffing was significant. They also appreciated the spread of suppliers readily available, reducing their dependence on particular suppliers.

### **Key benefits:**

- Simplified all aspects of temporary staffing through a single point of contact (Cnet), saving time and money
- Metrics enabled choice of best-value, best-quality suppliers
- Negotiation of rates produced significant cost-savings

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*Comensura is the UK's leading "Services" supply chain management and professional services organisation delivering solutions that integrate and coordinate the flow of resource, information and money across the client organisation.*

*Comensura's leading edge technology platform, category and procurement expertise enable clients to achieve significant and sustainable direct cost savings.*

*Process systemisation and workflow automation improves efficiency and highly visible management information informs clients strategic decision making.*

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