

CONSIDERING YOUR FIRST VMS?



**A BUYER'S GUIDE TO
GETTING ON TRACK FOR THE
PERFECT CW PROGRAM.**

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CONSIDERING YOUR FIRST VMS? A BUYER'S GUIDE TO GETTING ON TRACK FOR THE PERFECT CW PROGRAM.

Whether you're set to fuel your organization with powerful analytics, flexible integrations, or AI-driven automation and insights, the right VMS can transform your contingent workforce management and set your teams on the path of success for years to come.

According to **Staffing Industry Analysts**, the leading voice in contingent workforce management, the traditional drivers for using VMS include:

Improve visibility of the contingent workforce and mitigate associated risk through worker on/off-boarding process management, worker classification, tenure management, and asset controls.

Manage and reduce costs through leveraging internal and external bill and pay rate data, use of supplier performance metrics in supplier negotiations, sourcing strategy development, and tracking overtime and expenses.

Obtain process efficiencies through consolidated invoicing, streamlined approval process, and simplified time and expense entry.

Improve quality, performance, and timeliness in contingent workforce fulfillment through requisition standardization, supply chain optimization, and simplified feedback and selection capability.

SIA

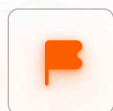
THE NEW AGENTIC ERA IS HERE. SO IS THE NEED FOR A **NEW TYPE OF VMS.**

Flextrack: Trust by design. Security by Default.

Artificial intelligence is fusing quickly into all aspects of solutions that touch people and organizations. Data, networks, and algorithms are the new fuel for this transformative moment, and so the security of data for businesses, their clients, and the ecosystems they function in has become a must.

**Agentic AI is your
new teammate and
it's here to stay**

Intelligent agents aren't just support, they're collaborators. These digital co-workers plan, act, and evolve alongside your team, enabling faster and smarter execution across business units. Your team defines the goals. Agents make them happen.



**Agentic Analytics move users
beyond dashboards and to
decision-ready intelligence**

Agentic Analytics provides enterprise-level performance, security, and scalability while uniquely integrating AI insights and actionability. Any user in any industry can move from insight to action on one platform, in one experience.



Flex Fact:

Flextrack has designed its solutions on a bedrock of TRUST. We realize that SECURITY is essential not just to make AI efficient, but to build client confidence. Trust & Security are written in the DNA of our company, our culture, our technology, and our focus on customer success. Built on Salesforce, we are the only VMS purpose-built for maximum adaptability to manage a new digital workforce era where humans and AI begin to work together in new, dynamic ways and set the pace for what's coming.



BEFORE YOU ACCELERATE INTO WHICH VMS IS RIGHT FOR YOU, POP THE HOOD AND RUN A SYSTEMS CHECK WITH THESE QUESTIONS:

If you've never used a VMS, the first step is not picking a solution, it's understanding your current state and the future goals your organization might have in the context of changing markets and adapting to the new era of artificial intelligence. Before you start diving into features and taking demos, ask yourself questions about your workforce, growth, teams, and capabilities.

The prompts will help you surface gaps, highlight opportunities, and focus on the kind of support you'll actually need from a VMS before you shift gears and hit the fast lane.

Flex Fact:

Agentic Analytics can surface these answers faster by analyzing existing workforce data and identifying patterns, inefficiencies, and opportunities, even before you begin implementation.

- 1 | What is the current state of my data, and is it secure?
- 2 | What are my current inefficiencies, including any potential blind spots?
- 3 | Are we prepared to manage digital teams that consist of humans and Agentic AI?
- 4 | What is my current spend across contingent categories, including contingent workers, SOW, and independent contractors? (This might be difficult, but it's important and opens the conversation around needs with your team)
- 5 | What are my goals for short-term AND long-term workforce management?
- 6 | Where do I have clear visibility and insights into my contingent talent, and where are my gaps?
- 7 | Can I immediately report on my entire extended workforce?
- 8 | What are my supplier performance metrics?
- 9 | How is my organization accessing the contingent workforce now, and is that model scalable, efficient, and compliant?
- 10 | Is my organization prepared to manage the new normal of a digital workforce?

Flex Fact:

You're not expected to show up with a race-ready dashboard. Many leaders don't know where to begin; A good VMS will be a partner in helping you fine-tune and zero in on what you need.



WHY DO SOME FIRST-TIME ORGANIZATIONS **STAY IN NEUTRAL** ON VMS DECISIONS?

Vendor management systems can feel daunting to a gen 0 organization, especially when concerns like costs, complexity, and user adoption are high, and teams might not know where to start prioritizing. Leaders often stress that teams and hiring managers won't embrace the tools, leading to wasted investments and operational friction.

Let's discuss why teams could avoid using legacy vendor management systems and **WHAT** to do about it.

Understanding the areas of pain that workforce managers face is the first step in being able to address them and prevent them from impacting your organization. Keep in mind, most of the technology available today is outdated and poorly designed. It's critical to be discerning about the VMS you choose to be your partner.

1

Clunky user interface/bad user experience

Slow performance. Manual tasks. Inconsistent technology. Complicated workflows... A frustrating interface forces users into manual workarounds or external tools, making the VMS harder to adopt and data harder to track.

What to do

Look for a VMS that can **SHOW** you a user-friendly, intuitive interface during a demo. Consider low-code platforms to reduce friction and improve adoption.



2 Change management takes forever

Cumbersome, complicated transitions and poor communication can discourage stakeholders from adopting and utilizing the full power of the VMS.

What to do

Choose a VMS that works as a partner to offer dedicated management support, clear timelines, and can promise tools designed for fast adoption with minimal disruption.

3 Not enough analytics/reporting

Without clear, reliable data and easy yet robust reporting features, teams lose trust in the VMS. A VMS that doesn't provide adequate data, visibility, or easy-to-use reporting tools leads to fears of mismanaged information, incorrect reporting, and budget overspend.

What to do

Look for a VMS with built-in, customizable reporting dashboards that YOU CAN UNDERSTAND. Real time analytics are key, but make sure that investment in AI capabilities like agentic analytics and AI Agents are part of the package (AI is not going anywhere), plus it can offer instant visibility and improved accuracy over your workforce data.

4 Lack of sourcing support and management

Whether it's local or global business requirements, when a VMS can't adapt, organizations risk overspending, compliance issues, and ultimately, system abandonment.

What to do

Ask the VMS experts if the VMS supports diverse sourcing strategies and can ensure you stay compliant. Can it deliver scalable onboarding processes across global markets and different industries?

5 Integration issues with other systems

Many hiring managers rely on multiple tools to effectively manage contingent talent and vendors. A VMS that doesn't seamlessly integrate with other systems creates additional work and frustration, leading to low adoption rates.

What to do

Consider a VMS with pre-built connectors and open APIs as well as a flexible integration framework that works with your HRIS, ERP and procurement systems. This should be standard.

6

Fear of data leaks

Data security has always been a significant concern for teams. Generative AI, which promises better analytics and reporting, is amplifying longstanding demands for real-time personalization, an added layer of trust, and business efficiency. If a VMS is seen as not secure, teams will avoid using it to protect sensitive information, sacrificing efficiency for peace of mind.

What to do

Don't settle for a VMS that can't promise enterprise-grade security, ongoing compliance monitoring, and transparent data handling practices. The ideal is something built on a trusted platform like Salesforce.

7

Insufficient training and support

Without accessible and easy-to-understand training and support, teams will feel overwhelmed and frustrated. This leads to low VMS adoption and increased risk of mistakes and misinformation.

What to do

Ensure you feel like you're being treated as a partner, building what you need together to fit your team's needs. That should include interactive, personalized user guides and guided user experiences, as well as live customer success manager support.



Flex Fact:

With an advanced feature like a drag-and-drop Flow Builder tool that's powered by AI, your teams have the freedom to build and scale projects as needed with minimal technical expertise and full security guaranteed by the powerful Salesforce platform.

8

Supplier resistance

Frequently, business units have their own relationships with suppliers and argue that those critical suppliers don't want to participate in a contingent workforce program through a VMS. They might state objections like bureaucracy or the cost of participation as reasons not to engage through the VMS.

What to do

While talent suppliers might enjoy direct relationships with hiring units without any additional oversight, this can introduce rogue spend and restrict access to talent. The right VMS offers supplier tiering to ensure that top suppliers get first chance at new requisitions without limiting options. Most suppliers appreciate the automation of invoicing and payment, reducing the need for collections calls and delays in payment.

RACING PAST RUMORS: BUSTING 3 COMMON VENDOR MANAGEMENT SYSTEM MYTHS

Outdated perceptions of vendor management systems and their roles in your workforce strategy can get in the way of progress. Many organizations hesitate to explore or upgrade their VMS because of common myths that are often rooted in legacy tech experiences.

Let's break down three of the biggest misconceptions and reveal the truth about what today's next-generation VMS can really do.

1st MYTH

A VMS is hard to use.

So, what prevents a hiring manager from using a VMS?

- | | | | |
|--|---|---|---|
| ①
Clunky user interface/
bad user experience | ②
Change management
takes forever | ③
Not enough
analytics/reporting | ④
Lack of sourcing support
and management |
| ⑤
Integration Issues
with other systems | ⑥
Fear of data leaks | ⑦
Insufficient training
and support | ⑧
Supplier objections |

THE TRUTH

Legacy VMS are the main solutions that most likely have heard of when you think of a VMS. In that sense, their clunky user experience and piecemeal integrations do pose challenges for teams and leaders. NOT SO with the new generation of VMS.

2nd MYTH

A VMS is too costly

At first glance, implementing a VMS could appear costly. Between licensing fees, integration costs, and change management efforts, it's understandable that organizations who haven't used a VMS before could hesitate. The real question leaders who are considering this should start with is not how much a VMS costs, but how much **unmanaged contingent labor is costing their organization**.

The extended workforce ranges between **22%** and **50%** of an average organization's workforce AND generates over **\$1.4 TRILLION** of spend in the US and **\$3.7 TRILLION** worldwide.



THE TRUTH

With this much at stake, the cost of limited visibility, shaky compliance and patchwork control is far higher than the investment in a next-gen VMS. These solutions are made to give you control of this growing cohort of skill and talent while accelerating processes. A great VMS works with your needs will help control costs like overspend, budget creep, labor spend, and fines by supporting transparency, improving communication and visualization, enabling accountability, and boosting security and trust through increased program communication and improved program metrics, as well as workload relief because of these improvements.

3rd MYTH

Suppliers don't like using vendor management systems

"Think of vendor management as your foundation, with supplier relationship management as the valuable structure you build upon it."

J.P. Morgan

THE TRUTH

The fear that suppliers dislike using VMS is a common misconception. In fact. Establishing a solid vendor management program is considered to be necessary first step to successful strategic relationships with your suppliers, because VMS solutions simplify and streamline the processes of overseeing and managing contractual relationships to maximize cost saving and minimize risk.

MEASURING PERFORMANCE: DISCOVERING VMS ROI

Now that you're sure you need a VMS, consider what you need from it most.

A future-proof VMS needs to deliver measurable ROI by streamlining operations, reducing manual team effort and IT reliance, as well as providing real-time visibility into workforce performance and goes far beyond simple budget management. By driving tangible results, a great VMS provides support for all business outcomes in both short term and long-term goals.

Year over year savings leaders can expect:

	VMS cost savings - Year 1 (of program)	VMS cost savings - Year 2	VMS cost savings - Year 2 and beyond
0-5%	73%	67%	74%
6-10%	16%	19%	9%
11-15%	4%	8%	5%
16-20%	4%	3%	8%
21-30%	1%	3%	3%
31-40%	1%	0%	2%
>40%	1%	0%	0%
N	80	72	65

VMS IMPACT

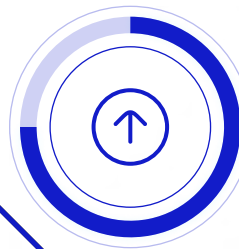
NUMBERS YOU SHOULD CARE ABOUT

Organizations can achieve **20-30% reduction in internal and labor spend** by implementing a VMS.

↓
20%
30%
reduction



A **75% increase in onboarding and offboarding efficiency** has been reported by businesses using vendor management systems, enabling proactive planning and budgets.



75%
increase

VMS

Companies using VMS technology report up to a **70% increase** in organizational efficiency.

70%
increase



Global market spend for VMS stands at around **\$270 BILLION**, and it is expected to grow as the flexibility and impact of these solutions continues to be utilized.

\$270
BILLION

10 CRITICAL CAPABILITIES OF A RACE-WINNING VMS YOU CAN TRUST: A CHECKLIST



As you begin to think about who need to involve in the decision-making and what KPI's to choose, it's time to take a look at the breath of options you have available. Choosing a VMS isn't a simple purchase; it's a long-term partnership.

You should not only think about your needs today but consider what your organization might need years down the road. Today's VMS must go beyond automation. Agentic AI and Agentic Analytics are foundational to future-proofing your workforce strategy, enabling predictive insights, intelligent workflows, and real-time decision support, but only if the VMS you choose can provide rock-solid rust and security.

Think about what the long-term plans for growth and scale are, and choose a solution that has the flexibility to evolve alongside you and support that growth.

Here are a few capabilities that show you a VMS you're considering is future-proof:



☒ Your new VMS **fully integrates with your ATS or HCM.**

☒ Your new VMS is able to **automate** your contingent workforce processes.

☒ Your new VMS uses the newest tools like **advanced analytics** and **Agentic AI** to support and supplement your existing teams.

☒ Your new VMS empowers your team, streamlines their work, and enables **predictable and efficient implementation.**

☒ Your new VMS helps you achieve your **long-term savings goals.**

☒ Your new VMS accelerates your hiring processes and gives you **quick access to the best talent** available.

☒ Your new VMS keeps your **data secure** and protects sensitive information without the risk of leaks and breaches.

☒ Your new VMS takes your data and creates an **easy reporting** experience for every person on your team.

☒ Your new VMS integrates with your tech stack in the way **you want it to.**

☒ Your new VMS makes you and your team **compliant** and supports your **risk management.**

☒ Your New VMS comes with **agentic analytics capabilities** to support your digital workforce reporting and decision-making.

Flex Fact:

Flextrack is a next-generation PaaS built on **Salesforce**. With a fully extensible, non-modular architecture that unifies workforce management and stores all data securely on ONE platform. Plus, Salesforce's robust data security features protect Flextrack customer information and ensure compliance with security standards.

salesforce



KEY BUSINESS VALUES AND OUTCOMES OF A NEXT-GENERATION VMS.

4 key business outcomes of a VMS:

- 1  **Cost savings**
- 2  **Increased quality**
- 3  **Risk migration**
- 4  **Improved compliance**

A next generation VMS must deliver all the business outcomes of legacy VMS, along with the following additional business outcomes:

Next-Generation VMS Value Drivers

Value	Business Outcome	Measures
1 Unlimited Extensibility	- Improved functionality and performance of technology - Faster/Full program adoption - Faster product and service delivery - Reduced dependence on IT resources and solution providers to enact change or improvements	- Higher Program Adoption - Reduced Internal IT/Development costs - Faster time to value for key projects and initiatives
2 Real-time, On-Platform AI & Analytics	- Enhanced decision intelligence - Real-time access to data - No additional third-party software to perform analytics - Trust and confidence in data - Enabled continuous improvement	- Better speed and accuracy of decisions - Reduced overall reporting and analytics costs
3 Agile Toolkit (Workflow Automation, Low Code Development, Open API architecture)	- Speed to program value - Streamlined processes - Compliance - Reduced manager data management activities - Reduced internal IT dependence (lower TCO)	- Less time to implement and deploy changes - Faster process improvements - Iterations on process improvements
4 Unmatched Configurability	- Fit for purpose solutions - specific to customer's needs and preferences - Reduced change management time and effort - Automation of existing and new processes	- ROI on overall technology spend - Higher user satisfaction scores - Faster time to value of contingent resources
5 Case Functionality	- Streamlined onboarding for managers and support groups - Automated Compliance (worker and supplier) - Better SLA/KPI Tracking	- Speed, accuracy and overall experience scores of users "Time to productivity" of contingent resources - Speed, accuracy, and frequency of compliance audits - Manual or "workaround" efforts on compliance and audit requirements
6 Trusted and secure platform for workforce management	- Enterprise-grade security, privacy controls, and data governance natively embedded into the VMS experience - Security, access control, and compliance seamlessly embedded into workflows and reporting	- Increased organizational confidence in decision-making through trusted data - Reduced risk exposure and faster audit readiness - Secure, real-time data access across departments - Improved stakeholder alignment

AIM FOR THE PODIUM: YOUR VMS SHOULD GO BEYOND LEGACY TOOLS TO POWER YOUR WORKFORCE STRATEGY



Instead of focusing on procurement workflows and supplier management in the way a legacy VMS model does, working with a VMS team that centers on easily adoptable extended workforce processes and technology superpowers your workforce strategy with flexibility and ease of use. **A partner approach immediately elevates your workforce strategy and places your team in control.**

**Imagine working with
your VMS partner as
an elite pit crew to:**



Quickly build
custom workflows



Automate processes
for all business units,
workforce segments,
and geographies



Customize solution design
to fit to your team's unique
talent and management
needs without over relying
on IT or coding expertise



Work through
integration strategy
together



Create an easy,
intuitive, and
consistent hiring
manager experience



Create on-platform,
accessible training
and support materials
for your team



Enable you to access public
talent pools AND build
secure private talent pools



Let you connect with
all stakeholders,
suppliers, and
candidates in real-time



Enable your use of the latest technology for AI-powered reporting through agentic analytics or AI agents in a way that's easy to understand and anyone on your team can use



Keep your data safe from security breaches and data leaks

TUNED, POLISHED, AND FUTURE READY: HOW ARE NEXT-GEN VENDOR MANAGEMENT SYSTEMS CHANGING AND ADJUSTING TO AN INCREASINGLY TECHNOLOGICAL LANDSCAPE?

The strength of your organization starts with the foundation of your workforce and its resilience to face future knowns and unknowns. When standing up a Gen 0 VMS, it is critical to consider and design this flexibility into your strategy from the start.

Choosing a rigid, legacy system now might be simpler on the surface, but will prove costly and burdensome down the road. A strong, future-read architecture provides support for today and the resilience to scale, adapt, and even change systems in the future without facing high costs, talent loss, and data security risks.

AI: Leaning into the capabilities of artificial intelligence instead of fearing it

Insight

As the proliferation of AI in workforce technology continues, building AI literacy, understanding its role in talent acquisition, staying informed on applicable regulations, and committing to responsible AI practices is quickly becoming the standard for which workforce planning must account. [Tools like AI-powered reporting in agentic analytics and AI agents are being plugged into workforce management as we speak.](#)

Takeaway

A vendor management system must have **trust and security written into its DNA** as it considers the importance of emerging and developing technologies for its partners and clients, now and into the future.



Flex Fact:

Flextrack uses **Salesforce's Einstein GPT** and **Flex GPT** to deliver secure, on-platform AI that automates workflows, generates insights, and supports strategic workforce decisions. The platform is built to scale with agentic AI evolution, moving from reactive insights to proactive, intelligent recommendations.



Data Security: Investing in redefining what a VMS looks like

Insight

According to the IBM Cost of Data Breach Report: “The global average cost of a data breach increased 10% over the previous year, reaching USD 4.88 million.” While these aren’t small numbers, the good news, and one of the most notable takeaways from the report, is that “On the defender side of the equation, researchers also found applying security AI and automation is paying off, lowering breach costs in some instances by an average of **USD 2.2 million**.”

Takeaway

The cost of data insecurity is rising, and modular architecture could be putting your organization at risk. A VMS that uses AI and automation for security purposes can provide **substantial ROI**.

Flex Fact:

Flextrack’s data security is backed by the global protection of Salesforce and its **over \$5 Billion in annual spend** on data management, user experience, and platform security. Plus, Salesforce invests **\$500M+ into AI**, ensuring platform innovation and stability on top of the security architecture, data residency and zero third-party exposure clients have come to expect with its robust trusted infrastructure.



Flexibility and Transparency: Understanding that an extensible VMS model that gives your program access to seamless integrations is better suited for growth and change

Insight

In a legacy VMS environment, organizations often face costly custom coding and labor-intensive manual processes to bring in requisitions into the VMS. This increases complexity, degrades workflows, introduces errors, and creates obstacles to quickly deploying talent. The 2024 VMS Technology Advisor Report, Ardent Partners outlined how the next generation of VMS must impact organizations: *“Contemporary VMS solutions align seamlessly with the principles of the Future of Work movement, showcasing significant advancements in their ability to navigate the complexities of the modern workforce.”*

Takeaway

Enterprise talent and contingent workforce teams need a VMS that has built-in workflow automation tools able to keep up with quick changes in sourcing, hiring, and managing talent through an ecosystem-oriented approach.

Flex Fact:

Due to API limitations, legacy and ERP-owned VMS solutions can consume only around 60% of the average requisition from an HCM. This leaves hiring managers and other users relying on “swivel chair” processes or leads them to completely drop the single-entry point strategy.



“Flextrack’s end-to-end functionality is supported by a forward-thinking API strategy and an expansive technology ecosystem. And, with robust low-code implementation and user-friendly configurability, the solution is primed to support the next generation of extended workforce management programs.”

SPOT THE RED FLAG BEFORE YOU HIT THE TRACK: QUESTIONS TO ASK WHEN VETTING A VMS

When screening potential Vendor Management Systems,
ask these questions to find these **red flags**:

QUESTION

Can our team expect a flexible solution that doesn't require the need for developers or IT support for every change we need? Can we make updates and changes on our own?

REASON FOR THE QUESTION

You're aiming to surface whether the VMS has low-code/no-code capabilities, or if all modifications require custom coding, signaling potential bottlenecks and IT dependency.

RED FLAG YOU'RE FINDING

The VMS uses a **custom code stack only**, leading to complete IT reliance and bottlenecks in timelines and deliverables

QUESTION

My team doesn't have the time to comb through data. What advanced analytics capabilities are built into your solution to support real-time, data driven decision-making, and what is your VMS doing to incorporate new technology like AI to help us stay ahead? How are these tools governed to protect your data?

REASON FOR THE QUESTION

You're assessing whether the VMS has native analytics and AI features that empower your team to get actionable insights without relying on third party tools or manual data work while ensuring your information stays safe.

RED FLAG YOU'RE FINDING

No native advanced analytics tools or on-platform AI to support reporting leads to fragmented, uninformed decision-making and removes the flexibility of future-proofing your organization for new and emerging tech.

QUESTION

What level of configurations or integrations can you promise we can do without custom development work? Does that include SOW? Can we expect drag-and-drop workflows?

REASON FOR THE QUESTION

You're determining how much speed and scalability and ease-of-use you can expect your team to have without expert dev knowledge or outside tools.

RED FLAG YOU'RE FINDING

If dev work is needed on every project, you can expect **slow integration** timelines.



QUESTION

How quickly and easily does your VMS integrate with our current existing HCM/ERP system, and can we expect our data to flow seamlessly and securely between them?

REASON FOR THE QUESTION

You are evaluating if the VMS has robust, pre-built and/or easily configurable integration capabilities to reduce your team's manual labor and prevent data silos.

RED FLAG YOU'RE FINDING

Limited integration capabilities (especially with an HCM/ERP) mean data silos and lots of manual work.

QUESTION

Can we expect your VMS to have adaptable workflows as our business needs change without requiring custom development or having someone on our team that is a coding expert?

REASON FOR THE QUESTION

You're aiming to uncover whether the VMS offers flexible and configurable workflows without the need for custom coding.

RED FLAG YOU'RE FINDING

Rigid workflows that require customization result in a system that won't evolve or grow with your needs.

QUESTION

How easy is using the VMS going to be for my hiring managers and suppliers? Especially the ones who don't spend a lot of time in the system? Can you provide feedback you've received from current users?

REASON FOR THE QUESTION

You're assessing whether the VMS offers a clean, user-friendly experience for users and if your team will be able to adopt it quickly and without errors.

RED FLAG YOU'RE FINDING

Poor supplier and user experience due to **complicated UX/UI** results in diminished performance and compliance risks.

QUESTION

How does your VMS support global workforce management? We need to know about your localization, compliance, and multi-language and currency capabilities.

REASON FOR THE QUESTION

You're trying to determine whether VMS can scale internationally and support global talent requirements and keep up with your growth.

RED FLAG YOU'RE FINDING

No support for a global workforce results in missed talent and growth opportunities.

QUESTION

Can we see an example of your reporting dashboards live? We need it available out-of-the-box and want to be able to easily create custom reports without over relying on IT.

REASON FOR THE QUESTION

You're making sure the VMS provides strong self-service capabilities and powerful reporting that anyone on your team can do.

RED FLAG YOU'RE FINDING

Rudimentary reporting capabilities with no real-time dashboards lead to confusion and wasted time and resources.

VET YOUR VMS: KEY CRITERIA TO CHECK BEFORE COMMITTING.

Does the VMS you're considering provide the following:

1

Controlled and Simplified Integration Capabilities

- Seamless connectivity with any existing systems (e.g., ERP, HCM like Workday or SAP).
- Support for APIs and low-code/no-code tools for flexibility and scalability.

2

Improved User Experience

- Intuitive interface for hiring managers, suppliers, and contingent workers, no matter whether or not they spend a lot or very little time in the VMS.
- Friendly and accessible design help with adoption and lowers risk of team going around the tool.

3

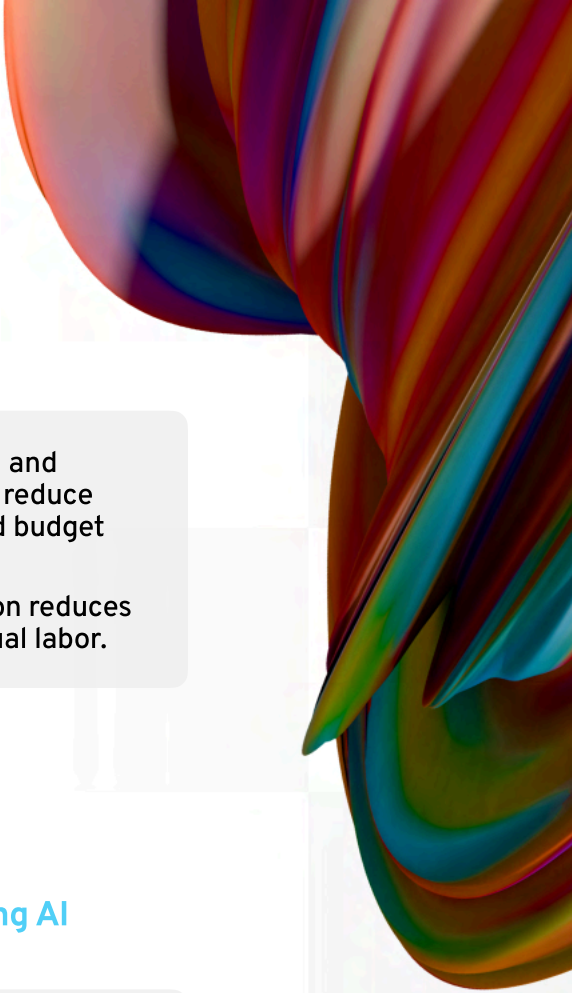
Optimized Analytics & Reporting

- Real-time dashboards based on your data with actionable insights.
- Built-in analytics tools like Tableau or Salesforce Einstein AI for better decision-making and natural language processing for easy-to-understand data processing.
- Custom report building is simple and fast to meet unique business requirements.

4

Ensured Compliance & Risk Management

- Support for worker classifications and adhering to labor laws.
- Automated audit trails and simplified policy enforcement.



5

Automated Supplier Management

- Powerful, constantly updated tools for onboarding, performance tracking, and benchmarking.
- Automated scoring or AI-assisted supplier matching.

6

Improved Cost Control

- Rate benchmarking and advanced analytics reduce overspend risks and budget creep.
- Workflow automation reduces overhead and manual labor.

7

Next Generation Scalability & Flexibility

- Support for multiple geographies, labor categories, and business units.
- Configurable workflows that adapt as organizational needs evolve.

8

Powerful and Evolving AI & Automation

- AI tools support candidate matching, job description optimization, process automation, and simplified reporting, empowering your teams and freeing them up to do the work that matters.

9

Constant Implementation & Support

- Supports clear roadmaps for project deployment and change management.
- Dedicated customer support and training resources ensure the VMS is being used correctly.

10

Supported Organizational Innovation and Roadmapping

- Vendor's commitment to continuous improvement by working with organizations like a partner, not just ticket-taking.
- Active investment in emerging technology like generative AI, predictive analytics, etc.

READY? GO.

TRACK WHAT MATTERS: YOUR KPI'S UNEARTH ISSUES BEFORE YOU EVEN KNOW THEY EXIST.

Identifying key metrics early on in VMS implementation or even before is important for short-term and long-term program success. Clear metrics help you measure ROI and shape how the system is built and configured to support your organization's unique needs and goals, as well as how accurate vital real-time tools like dashboards and reports end up being.

Key KPIs to define and track may include:



- ☐ Time-to-fill
- ☐ Cost-per-hire
- ☐ Supplier performance
- ☐ Vendor performance
- ☐ Compliance and audit adherence rates
- ☐ Contingent worker tenure and turnover
- ☐ Hiring manager satisfaction
- ☐ Workforce diversity metrics
- ☐ Budget vs. actual spend

WHAT DOES A CLIENT NEED TO IMPLEMENT A VMS SUCCESSFULLY?

5 MOST VALUABLE PLAYERS

To implement VMS successfully, you don't need a massive pit crew, but you do need the right people that are briefed in the project and aligned on next steps. Here's what typical customer resources involved in an implementation look like:



An executive sponsor to champion the project, ensure alignment through executive oversight, support and shape business goals, and help remove roadblocks.



A customer project manager that's on your side and briefed to coordinate closely with the VMS implementation team to keep things on track and on time.



Internal subject matter experts that will help gather requirements and validate the future solution design. Think procurement, IT, HR, talent acquisition, finance, and other key users.



IT resources to assist with any integration development and data collection needs. This can include gathering data from existing systems ((e.g., HRIS, ERP, financial platforms).



Power users and program champions who will ultimately be using the systems. This can include hiring managers, team leads, or members of other departments. These individuals provide valuable input during the process, help drive early adoption, as well as engage and train casual users across departments when the VMS is implemented.

Try to collect as much data as you can on your:



☐ Current suppliers

☐ Contingent workers

☐ Spend categories

☐ Existing contracts

☐ Invoicing structure and billing data

☐ Cost centers and project codes

☐ Managers and business users

HOW TO EXPLAIN THE VALUE OF A VMS TO KEY STAKEHOLDERS?

Suppliers

Process Automation/
Efficiency

Increase
Visibility

Invoice
Accuracy

Streamline On-/
Off-boarding

Automated
Scorecard
Management

Reporting &
Business Insights
to better serve
customer

Sourcing

Vendor
Strategy
Execution

Cost
savings

Contract
management

Supplier on-/
off-boarding

Contract
compliance

Single
point of
contact

Automated
Supplier
scorecard

Reporting
and market
intelligence

Executive

Internal
compliance
and rigor

Line of
sight

Mitigation
of risk

Reporting

Align
workforce
strategy

Visibility to
labor trends

Better enablement
of Company/
Employment Brand

HR

Resource
compliance

Worker
Visibility

Resource
vetting

Regulatory
compliance

Improved
Workforce
Planning

Tenure
control

Better enablement
of Company/
Employment Brand

End User | One point of entry for:

Requirements

Timesheets

Invoicing

Worker
assignment
management

Streamline
Worker
Provision

Worker On-/
Off-boarding

CHOOSE LIKE A PRO.

WHAT MAKES FLEXTRACK A DIFFERENT KIND OF VMS?

*We're built for the modern workforce.
Trust and security is in our DNA.*

Salesforce trust layer

Enterprise-grade security and control

AI- native architecture and deployment

Inherited security certifications

Audit-ready compliance

Real-time decisioning

Self-service configurability



Advanced analytics let users make critical decisions in real time.

Flextrack's native enterprise-level analytics tools redefine how clients deploy and manage their contingent workforce through comprehensive on-platform data management, modeling, and visualization capabilities; these not only generate insights into the program, but help teams look into future trends. Configurability in reporting and distribution allow for the right insights to be passed on to the correct decision-makers and suppliers in real-time.



Superior configuration tools that put power in your hands

Flextrack is highly configurable, allowing clients to tailor the system to their specific needs by automating complex workflows through drag-and-drop capabilities and pre-built workflows through tools created to be simple and powerful. Flow Builder allows you to create, clone, and modify custom workflows by business unit, workforce segment, or geography – fast. No more waiting for IT, product roadmaps, or costly software development. Users have total control supported by a flexible partner ready to help when needed.



A tailored user experience and a user-friendly design increase adoption and decrease abandonment

With an emphasis on a modern, easy, intuitive and consistent user interface, Flextrack enhances hiring manager experience and program adoption. Configurable, low-code/no-code drag-and-drop workflows and decision wizard allow teams to keep using the software and get the most out of it, reducing risks of non-compliance, and lowering the burden on PMOs and rouge spend.



Trustworthy predictive and generative **AI** capabilities future-proof your program

As a Platform as a Service built on Salesforce, Flextrack is the only VMS purpose-built for maximum adaptability for the new digital workforce era, where AI superpowers organizations as humans and AI Agents begin to work together in new, dynamic ways. Designed for a consumer-centric and intuitive user experience, Flextrack provides automation that meets today's challenges and adapts to what's next with enterprise-grade trust, speed, and scale by leveraging tools like predictive and generative AI, advanced analytics, machine learning, Agentic AI, Agentic Analytics, and data visualization. The result is improved decision-making, forecasting, and planning, and the freedom to enhance personalization and efficiency, find the best contingent talent, and use it in the most impactful ways.



Harmonized controls and category management in a **non-modular** build provides unlimited extensibility and scalability

Whether its multiple labor categories or SOW, Flextrack's non-modular design creates an ecosystem that's simple to manage from a single-entry point. Seamless integrations, lowered implementation costs, and access to the business-enabling AppExchange allows organizations to scale at their own pace, either with or without support from the Flextrack team. The native analytical tools connect enterprise, non-employee, and employee data to develop, analyze, and adapt a total workforce strategy.



Speed, connectivity, and simplicity of use come together in tools that **simplify integration challenges**.

Flextrack offers the most complete, on-platform Integration Studio, offering robust integration capabilities, the most comprehensive suite of APIs and low-code integration tools available. Immediately access pre-built and custom connectors, multiple types of API, and over 7,000 business-enabling apps on the Salesforce AppExchange.



A **Salesforce**-driven platform provides focus on Innovation and agility

As a Platform as a Service (PaaS) built on Salesforce's Lightning platform, Flextrack gets all the benefits of their heavy investment into technological advancement like latest innovations and best practices. That means organizations not only enjoy rapid customization, flexibility and reduced costs associated with change requests, but the latest innovations provide faster configuration times and continuous operation without risk of disruptions or missed processes many traditional VMS providers struggle with. Because this is one ecosystem on one platform, organizations experience a harmonized contingent workforce tech stack and minimized risk of data and security breaches.

Our experts are ready to support your first VMS experience



YOUR DEMO/CONSULTATION IS A CLICK AWAY >

