

Technology Services and the Future of Work:

Key Challenges and Opportunities to Drive Adaptability, Flexibility and Innovation

When the events of 2020 forced many companies to adopt remote work policies, IT departments quickly acted to establish and maintain the appropriate technologies. For 2021 and beyond, IT leaders and their staff are faced with a wide range of challenges that will continue to strain budgets, stress existing systems and processes, and require increasing flexibility and adaptability.



One key to success:

Maintaining an agile workforce in a way that integrates both traditional and on-demand workers into a single, collaborative talent pool.

Beyond Technology: Talent Challenges Facing Technology Services and IT

Recently, the Forbes Technology Council¹ asked its IT leaders to cite the biggest challenges that they foresaw in the 2020s. Half of those challenges were directly related to workforce challenges (as opposed to technology), including:

- Hiring fast enough
- Maintaining diverse talent
- Achieving greater speed, flexibility and agility
- Emphasizing teamwork
- Pivoting towards new opportunities
- Maintaining social interactions
- Giving employees new challenges and opportunities
- Cultivating a collaborative culture

IT, Tech Services and the Agile Workforce: Building a Scalable, Collaborative Team

In the age of the gig economy, IT leads the charge when it comes to agile, on-demand hybrid workforces that include traditional employees, on-demand workers and outsourced services. In fact, according to a recent ADP Research Institute study,

gig workers make up 19% of the IT workforce in the U.S.²

According to a 2020 Gartner report that trend will only continue, with **72% of CIOs surveyed saying that they planned to maintain or increase the proportion of IT sourced to third parties.** Managing IT, including both remote and on-site workers across large geographies will continue to be a challenge without the right policies, practices and management platforms.

With an increasingly diverse workforce of traditional, on-demand and outsourced IT workers, how can companies remain agile while boosting collaboration, innovation and efficiency?



Smart Talent Pools

IT leaders need to access the right workers in the right place for the right job. That requires tools to manage their entire workforce holistically, using tools for workflow, communication, collaboration and compensation for **all** workers, including W-2, 1099 and other on-demand workers.



Real Time Coordination

Real-time tracking, management, and communications with **all** workers is critical to maintaining an agile workforce. Supporting employee self-service and communication boosts efficiency, effectiveness and employee engagement.



Intelligent Workflows

Monitoring all aspects of IT assignment workflows and managing multiple worker engagements from a single platform helps to maximize speed, flexibility and agility and to make the most of your talent pool.



Integrated Talent Management

Integrating and maintaining enterprise data systems is a staple of IT work; integrating systems to manage **all** sources of talent and sharing data across those systems should be a natural part of any agile workforce management strategy.



Streamlined Payment Processes

All too often, systems and processes for paying on-demand workers are siloed, or altogether lacking in most organizations. Today's flexible workforce demands flexible, convenient ways to be paid; and IT leaders need tools to make the process as efficient and painless as possible.

How WorkMarket® Can Help

Many IT companies struggle to onboard talent with the speed and agility needed to meet project and customer needs. WorkMarket, an ADP company, provides a complete solution to help organize, manage, and pay your contract workers.

WorkMarket provides a state-of-the-art freelance management system that allows companies to scale in today's dynamic environment. With WorkMarket, you can find, manage and pay all your 1099 workers, integrating them into your workforce in a way that provides greater visibility, efficiency and security.



Smart Labor Clouds

How do you track and engage talent across geographies, skills and requirements?

With WorkMarket, you can track all aspects of unique assignment workflows and manage multiple worker engagements simultaneously from a single dashboard.



Real-Time Communication

How is your organization managing daily communications with its freelance workers, today?

WorkMarket provides a robust mobile app for ease of tracking and communication for all your workers.



Integrated Talent Management

Are your systems and processes for managing your talent pools siloed?

WorkMarket is an enterprise-grade platform that automates identifying, onboarding, engaging and paying on-demand workers in a way that integrates seamlessly with leading workforce applications that manage your traditional workforce.



Streamlined Payment Processes

How do you pay your contract workers today?

Workmarket streamlines and simplifies that process for you AND your on-demand workers, allowing you to pay workers upon completion of assignments efficiently, in the U.S. and globally.



WorkMarket Success Stories

ARS Services, LLC

What they do:

ARS Services is a nationwide service organization and solutions provider focused on digital signage, kiosk, inter-active displays, self-service dispensers and vending equipment, point of sale systems, fitness equipment, and electric vehicle charging station industries.

Challenge:

Struggle to scale and manage a growing on-demand workforce, supporting 300 to 500 work orders/ week. Manual payment processes were inefficient and burdensome, inflating the cost per work order. Low visibility to the quality of technicians, creating customer service risks.

Impact of WorkMarket:

Ability to fully automate payments for up to 500 weekly assignments, reducing administrative overhead. Better organized, more agile talent pools that allows ARS to provide highly qualified technicians who are the best fit for each service order.



“The WorkMarket team has become a true partner to our business, especially during the pandemic. We are looking forward to utilizing more of the platform features to support other areas of our business. There is a lot of power in the system.”

– Mark Krug, VP of Sales and Marketing, ARS Services LLC

Source Support Services

What they do:

Source Support Services is a global provider of outsourced technical product support for enterprise data center technology, medical technology and industrial automation technology system manufacturers. A 24/7 operation across more than 110 countries, and with over 12,000 field engineers in its network, Source Support resolves customer issues both on site and remotely.

Challenge:

Source Support needed to streamline the management of its varied workforce and the dispatch of its field service delivery across its supported geographies. The biggest challenge was communication and coordination of assignments in a way that reduced service response times.

Impact of WorkMarket:

Streamlining and simplifying assignment and dispatch using the WorkMarket platform reduced response time from two hours to 10 minutes—a 91% reduction. More efficient payment to workers has improved worker relations and freed finance department and support teams to focus on the customer experience. With the enhanced process, the company can dispatch more orders per day and better serve its customers, resulting in a field engineer satisfaction rating of over 99.5%.



“Now with full integration, we have realized a 91% reduction in the time per dispatch once the FE is secured. Finance is more streamlined as well as we are able to invoice tickets on a regular schedule and pay through the WorkMarket portal, giving them more time to work on other projects.”

– Cameron Truss, Source Support Services Business Manager

1 <https://www.forbes.com/sites/forbestechcouncil/2020/09/03/12-tech-leaders-on-the-biggest-challenges-facing-their-industry/?sh=766746a1bceb>

2 <https://www.adp.com/-/media/adp/resourcehub/pdf/adpri/illuminating-the-shadow-workforce-by-adp-research-institute.ashx>

About WorkMarket, an ADP company

WorkMarket was founded in 2010 and in 2018 was acquired by ADP, a global provider of HR technology and services. With ADP resources, WorkMarket continues to be focused on providing enterprise technology to help companies unlock the power of their extended workforce.

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