

How Torus took control of their labour supply and increased profitability

Executive Summary



Torus is a growth and regeneration group with a commitment to creating sustainable, stable, and thriving communities through support, investment, development, and regeneration.

Their activities and partnerships play a key role in social and economic development across the Northwest.

Due to significant expansion over the last 24 months and an ambitious target of building 5,300 new homes by 2024, Torus needed to improve their technology to support with high volume recruitment compliance, transparency of supply chain, clear view of spend on temporary workers and reduction of operational drag.




An aerial photograph of a residential neighborhood. In the foreground, there are several rows of modern, three-story brick houses with dark grey roofs. A paved road with a few cars runs alongside the houses. In the background, a large, modern stadium with a red and white facade and a curved roof is visible against a clear blue sky. The stadium is surrounded by more residential buildings and some greenery.

Overview

Challenges

Through their growth strategy, Torus had acquired multiple systems that were disjointed and cumbersome to operate. Equally, they had a growing need for temporary labour. “the multitude of timesheets and time-consuming processes” was one reason to focus their attention on addressing the issue as a priority. In addition, they were aware of the need to have a tighter grip on supply chain compliance, which involved all parties of their supply chain.

With 4 business units, 46 sites, over 25 agency vendors and unknown number of payroll intermediaries (umbrella's), it was also a priority to create a PSL framework.



How ENGAGE helped

Torus initially ran a 'pilot' of the ENGAGE Vendor Management System (VMS), in one of their business units (Housing Maintenance Solutions). This was supported by a trusted agency vendor who provided support in running the pilot. The pilot was restricted to just two agencies who were already using ENGAGE with other customers.

With no capex involved, the pilot was a cost neutral way for the group to ensure that the system was the right fit. It also provided the confidence to Torus to use the system with the remaining business units, agency vendors, as well as their umbrellas.

After a 'green light' was given for the full deployment of the system, an agency and umbrella PSL review was undertaken, as well as rolling out Engage across the entire supply chain. ENGAGE's intuitive user interface and simplicity allowed a significant, ground-breaking project to be completed within 2 months. Resulting in a 'connected' supply chain of 12 agencies and 20 umbrellas.



Result, ROI & Future:

Torus have seen significant reduction of operational costs through the automation provided by ENGAGE:

- Less admin hours related to temporary labour spend.
- Reduction in overspend on labour per project.

In addition to the cost reductions, they have also seen a significant increase in supply chain compliance:

- 0% 'creep' on the agency and umbrella PSL
- 100% visibility of 'real-time' data and worker compliance
- 100% accuracy on invoicing



Summary

By implementing ENGAGE, Torus group have been able to operate on a singular system for all temporary labour management from requisition to payment, including all their suppliers and in real time. They have also achieved the following objectives:

- 100% visibility and control over all temporary labour across the group, in 'real-time'
- 'Best in Breed' risk management model for all temporary labour across group
- Fast implementation
- Cost neutral labour management solution
- 40% overall administrative cost savings across the business functions (relative to temporary labour management), including the following: Finance, Payroll, Site Managers, Quantity Surveyors, Human Resources

This is what Torus62 said:



"We are very pleased with the decision to work with ENGAGE and very thankful for the agency partner who made the introduction. We continue to get extremely positive feedback from our suppliers and internal staff about the software and the benefits it has brought all parties. As such, we have a very lean operation and much improved supply chain, enabling us to be 100% compliant for IR35 requirements. ENGAGE are market leading in this space and have a wonderful system that is easy to use and offers significant value operationally."

Execution:

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