

How eTeam Saved one of the world's largest scientific organizations over **\$1M Annually** and Transformed Their Management of **600+ Freelancers**

One of the world's largest scientific organizations faced significant challenges in managing its vast network of over **800 independent contractors**. With more than **200,000 members** across **140 countries**, this client is renowned for its authoritative scientific publications, including over **80 peer-reviewed journals**. However, the organization struggled with worker misclassification risks, excessive administrative costs, and difficulties in managing freelancer spend and engaging global talent. This case study explores how eTeam's innovative solutions helped them overcome these hurdles, resulting in substantial cost savings and improved operational efficiency.



Challenges

The organization encountered several critical issues in managing its freelancer workforce:

- 01 Worker Misclassification Risk:**
They lacked internal expertise in classification compliance, leading to significant risks when engaging freelancers.
- 02 Excessive Administrative Costs:**
The organization faced high administrative burdens related to onboarding, contracting, and managing freelancers.
- 03 Visibility and Control:**
They struggled to manage freelancer spend due to a lack of visibility and control over related processes, driven largely by no single system of record.
- 04 Global Talent Engagement:**
They aimed to engage global talent but lacked the operational and technological capabilities to do so.

“These challenges hindered the client’s ability to efficiently manage its freelancer workforce and achieve its mission of advancing the broader science community”

Solutions :

eTeam conducted a thorough analysis of the client's existing processes, technology, and compliance gaps. Based on this analysis, eTeam designed and implemented a comprehensive service and **technology-based solution** to address the client's challenges. The solution focused on three main areas:

1. Comprehensive Discovery Sessions

eTeam led multiple discovery sessions with the client to gain a deep understanding of their existing operations. This involved:

- 1. Process Analysis:**
Identifying inefficiencies and bottlenecks in their current freelancer management processes.
- 2. Technology Review:**
Assessing the various and disparate technologies used for managing freelancers and identifying areas for improvement.
- 3. Compliance Evaluation:**
Evaluating internal onboarding processes and due diligence capabilities to support their compliant engagement of freelancers and management of classification risks.

These sessions provided eTeam with valuable insights into the specific pain points and compliance gaps that needed to be addressed

3. Competitive Pricing and Risk Mitigation

eTeam's solution was not only effective but also cost-efficient. Key benefits included:

- 1.Outsourcing savings:**
eTeam's competitively priced outsourcing solutions offered significant cost-saving measures.
- 2.Indemnification:**
eTeam provided contractual indemnification to the client, which was possible because of its in-house IC compliance platform, elevance.
- 3.Visibility & Control**
via eTeam's global compliance and onboarding service layer, along with its strategic partner TOTAM, the client achieved improved visibility into freelancer spend and total control over every step of the freelancer engagement process.
- 4.Access to Global Talent:**
With eTeam's global AOR and talent pool solution, the client gained consistent, reliable and continued access to affordable, compliant talent that they can easily deploy to tasks and projects as they arise.

2. Service and Technology-Based Solution

Based on the insights gained from the discovery sessions, eTeam designed a tailored solution that combined services and technology to manage the entire freelance engagement lifecycle. Key components of this solution included:

- 1.Global Agent of Record (AOR) Services:**
eTeam provided the client with complete compliance, onboarding, and administrative services through its global AOR solution. This ensured that they could engage freelancers worldwide while remaining compliant with local regulations.
- 2.Exclusive IC Compliance Software**
eTeam's proprietary software, elevance, which was developed by legal and compliance experts, was incorporated into the onboarding workflow to ensure proper classification of independent contractors and fast onboarding cycle times.
- 3.eTeam Client Portal:**
eTeam partnered with TOTAM, its total talent management system partner, to support all freelancer intakes, work orders, agreement review and e-signatures, invoicing and payments.

Result :

- **Cost Savings:** The client saved over **\$1M+** annually by outsourcing freelancer management to eTeam.
- **Improved Visibility and Control:** The client now enjoys over **50%** improved visibility into freelancer spend with TOTAM's global engagement dashboard, allowing for better budgeting and financial management.
- **Enhanced Control:** TOTAM also gave them **100%** control over the freelancer engagement process, ensuring consistency and compliance.
- **Risk Mitigation:** They shifted **100%** of their misclassification risk to a third-party
- **Operational Efficiency + Automation:** Client now has a single, common freelancer intake process that minimizes their efforts to onboard and engage and puts freelancer engagement information and reporting at their fingertips.
- **Global Talent Expansion:** The client expanded its global freelancer talent reach by more than **10X**, tapping into a diverse and skilled talent pool worldwide

The implementation of eTeam's solutions yielded significant positive outcomes for this scientific behemoth:

Conclusion

By partnering with eTeam, one of the world's largest scientific organizations successfully transformed its freelancer management processes, achieving substantial cost savings, improved compliance, and enhanced operational efficiency. eTeam's innovative solutions and strategic partnership with TOTAM enabled the client to focus on its core mission of advancing the broader enterprise, confident in the knowledge that its freelancer workforce was managed effectively, compliantly, and with full visibility.