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Fieldglass Client GlaxoSmithKline Featured in Latest Best Practice Report on Contract Labor Spend Management

New Report from Aberdeen Group Provides Businesses with Insight and Recommendations for Addressing the Challenges Associated with Purchasing Contract Labor.

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Chicago (December 1, 2005) – Fieldglass, Inc., a leading provider of services procurement software, announced today that customer GlaxoSmithKline (GSK), a world leading pharmaceutical company, is featured in the latest “Best Practices in Category Spend Management” report from the Aberdeen Group. This new and compelling report examines successful strategies for purchasing and managing contract labor, a key category of expenditure for many enterprises.

“A world-renowned leader in procurement discipline, GSK was one of the first companies to identify the need for an enterprise platform to support contingent worker requisitioning, and it has continued to push the envelope in expanding its implementation of technology to support global services purchasing,” said Christa Degnan, Research Director at Aberdeen Group and author of the report. “As more and more companies look to expand their category spend management strategies beyond labor and across international borders, they can learn from progressive firms like GSK.”

GlaxoSmithKline was selected as a best-in-class performer based on its effective approach to managing contract labor spend. GSK supported its improvement initiative with the InSite application from Fieldglass. Prior to implementing InSite, the on-demand, web-based solution from Fieldglass, GSK had limited visibility into the contract labor spend across its international organization and was challenged with contract compliance.

Since 2002, GSK has relied on InSite to support its contingent workforce program as a self-service model. Today, InSite manages 70 percent of GSK’s U.S. and United Kingdom contract labor spend resulting in a reduction of the average fill rate from multiple weeks to 48 hours, improved compliance, and has experienced hard dollar savings. And to complement the quantitative results, the quality of the contractors has improved resulting in increased productivity.

“In 2001, we moved the primary ownership of complementary workforce strategy and our global policy to our Shared Services Recruitment group,” said Lou Manzi, GSK Vice President of Global Recruitment, “We then identified the need for process governance and embarked upon a review of tools to make the enterprise-wide approach to this talent successful. We found a web-based platform in InSite to support the goals of cost containment and control in alignment with our talent attraction and acquisition strategy. Our other focus has been to enable our hiring managers’ ability to find, manage and pay quality contractors effectively and efficiently.”

Other highlights from the report include lessons learned while deploying the solution, insight into how these companies were successful in realizing savings, and detailed practices for ensuring success.

“The implementation of InSite at GSK, one of our earliest customers, is a great example of the value Fieldglass provides to our customers,” said Jai Shekhawat, Fieldglass CEO and co-founder, “We are honored to be working with such an industry-respected customer as GSK.”

To learn more about GSK's implementation of InSite, please download a complementary copy of the entire report at www.fieldglass.com or select this link: [Download Aberdeen Report](#).

About Fieldglass

Fieldglass, a leading provider of services procurement products and solutions, combines technology innovation with industry expertise to provide business solutions for such industries as financial services, healthcare, manufacturing, pharmaceutical and telecommunications. Fieldglass' solutions are based on its award-winning InSite application, designed to optimize an organization's services procurement and management process. For more information about Fieldglass, and its solutions and services, visit www.fieldglass.com.

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