

SAP Fieldglass PMO Dashboard

Enabling smart, efficient program management

SAP Fieldglass Datasheet

THE BEST RUN 



SAP Fieldglass recognizes that an effective Vendor Management System (VMS) must serve the needs of all of its users, including workers, the Program Management Office (PMO), executives, Managed Service Providers (MSPs), human resources and so on. Yet, each user has a unique role and set of responsibilities within the application. Our solution addresses this by offering each user a specific view and access to relevant information based on their role.

The PMO Dashboard was designed to increase efficiency for the program office staff through instant access to daily transactions to help ensure minimal workflow interruptions. It also offers a snapshot of current activities and identifies projects that require additional attention. The dashboard allows the PMO to work smarter and more efficiently and lets it focus on more strategic initiatives.

How does it work?

Program managers are responsible for a variety of activities within an external workforce program that require different levels of attention, such as:

- Coordinating day-to-day activities of the vendor lifecycle process via phone, email and the VMS
- Interacting with a variety of users to help expedite processes and resolve issues
- Communicating changes to the platform that affect the user base
- Resetting user passwords
- Managing the invoicing process (rebates, discounts, credits and debits)
- Mediating supplier/buyer issues
- Ensuring supplier compliance

The PMO Dashboard allows users to tackle these transactions easily and better prioritize tasks by providing a focused view into items that need attention. It sets acceptable thresholds to avoid missed deadlines and stores relevant notes or sends automatic reminder emails to applicable users.

PMO Dashboard Benefits

- Spend less time on manual, tactical workforce tasks
- Access a snapshot of all items requiring attention on the same page
- Easily drill down to specific tasks without extensive navigation
- Perform necessary actions more efficiently
- Better understand which transactions need to occur immediately

About SAP Fieldglass

SAP Fieldglass, a longstanding leader in external talent management and services procurement, is used by organizations around the world to find, engage and manage all types of flexible resources. Our cloud-based, open platform has been deployed in more than 180 countries and helps companies transform how work gets done, increase operational agility and accelerate business outcomes in the digital economy. Backed by the resources of SAP, our customers benefit from a roadmap driven by a continuous investment in innovation.



The PMO Dashboard offers access to two different types of transactions — Procure or Pay — that require action or attention. The Procure view includes worker, job seeker, requisition, work order and Statement of Work (SOW) transactions, such as workers nearing a tenure policy violation or onboarding items that need to be completed. The Pay view offers insight to financial dealings, such as overdue invoices, timesheets requiring approval, expense sheets and SOW line items.

The seamless and intuitive process means users don't have to navigate through multiple pages to find relevant information. The dashboard offers actionable intelligence so they can view the "big picture," but then sort and drill down into details. Examples of transactional activities that can appear in the dashboard include:

- SOWs overdue for approval
- SOWs that have been in the collaboration state longer than average
- Job postings with few or no candidates
- Rejected timesheets that require changes
- Unapproved expense sheets

Example

Problem: A hiring manager left for a two-week vacation and did not set a proxy before leaving. As a result, there were 25 work orders requiring immediate attention.

Solution: The program manager accessed the PMO Dashboard and simply reassigned the work items to a different resource. An email notification was automatically sent to the out-of-town manager and newly assigned resource to communicate the change.

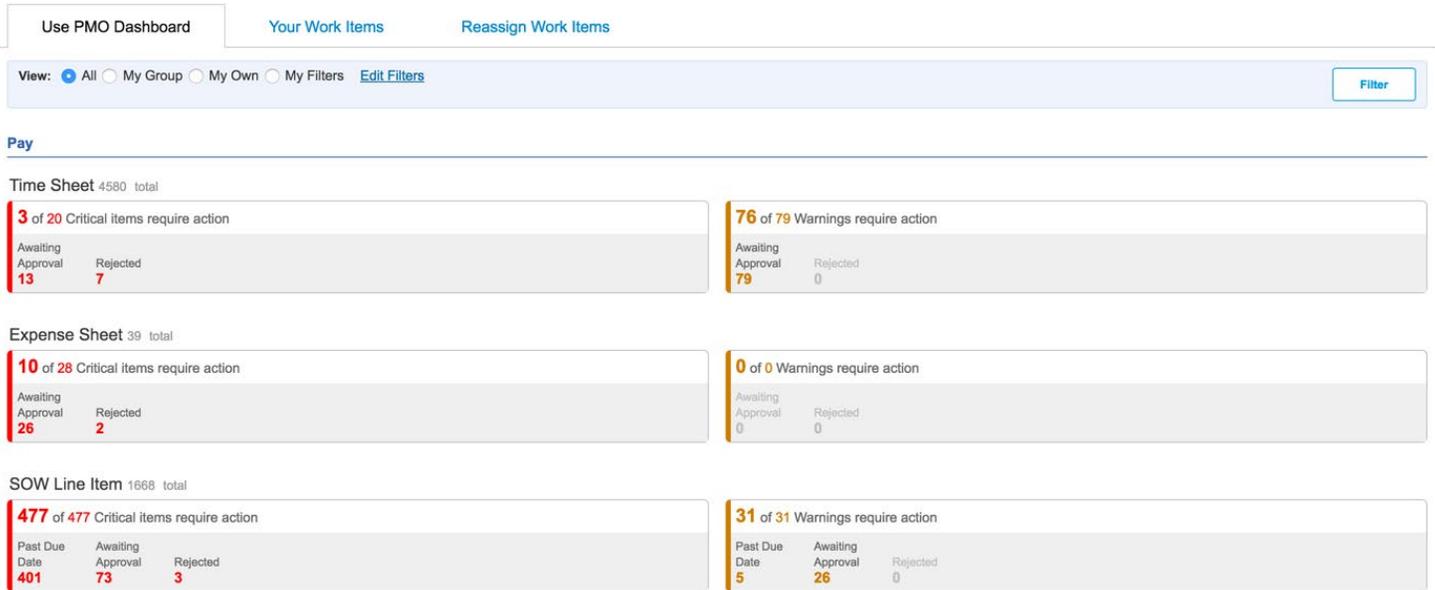


Figure 1: Dashboard View. Instantly access the dashboard view and then drill down to better understand which action to take. Such actions include: send notification to proper resource, reassign to different resource and append a note to the transaction with additional details.

Work smarter and more efficiently

Within a PMO there are typically multiple users who may be split by geography, labor type or staff augmentation versus SOW. Users can customize their PMO dashboard view via filters in order to focus on the items for which they are responsible. In addition, the PMO Dashboard is configurable to fit evolving business rules and requirements in real-time.

Accessing all of this critical information on one page saves valuable time and effort. Resources can be allocated quickly and intelligently to keep the PMO running smoothly and without interruption. The ability to drill down guides the PMO to urgent transactions without the need to navigate through unrelated information.

Learn more

The world of work is changing, and SAP Fieldglass is leading the way with innovative solutions that harness the power of the external workforce in driving the digital economy. Explore additional resources on www.fieldglass.com/resources to learn more about the external workforce and the way work gets done.

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