

# SAP Fieldglass Program Maturity Model

A structured approach for continuous improvement

SAP Fieldglass Datasheet

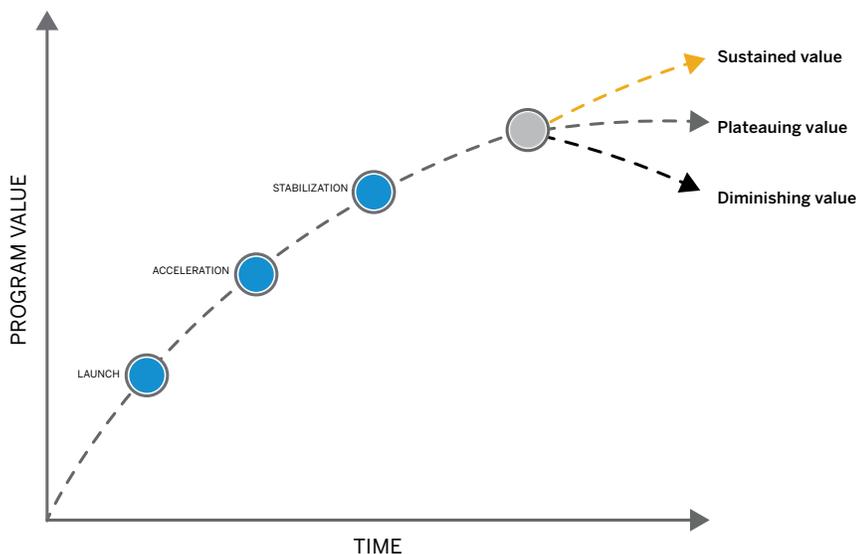
THE BEST RUN 



# Reach a higher level of program maturity

To help our clients improve their services procurement and external workforce programs, SAP Fieldglass offers a unique service called the Program Maturity Model (PMM). Through the PMM, SAP Fieldglass professionals analyze program data to evaluate how effectively customers are using the SAP Fieldglass solution to improve its processes.

The PMM describes how and why an organization's program develops as it grows and matures. It also takes into consideration other challenges to sustaining program value such as changes in business priorities, the evolution of the SAP Fieldglass solution, and changes in industry practices, laws and guidelines.



As the graph above shows, companies typically experience a growth or acceleration period as they launch their program utilizing SAP Fieldglass. This is followed by a stabilization phase, as the company becomes more efficient in how it manages its program. From there, programs can: ideally, continue to grow and obtain a long-term strategic advantage through innovative use of flexible workers and services; more typically, remain in the “as is” state; or, in the worst case, decline and begin to see diminished value.

To help our clients avoid plateauing or declining, we work with them to develop structured, repeatable processes that help them continuously improve their programs.

## The Program Maturity Model helps companies:

- Understand program goals and objectives and how they can be met
- Determine what capabilities are needed and why
- Identify processes that are delivering value and those that need improvement
- Quantify the program's overall value
- Track and compare program maturity against best-in-class companies

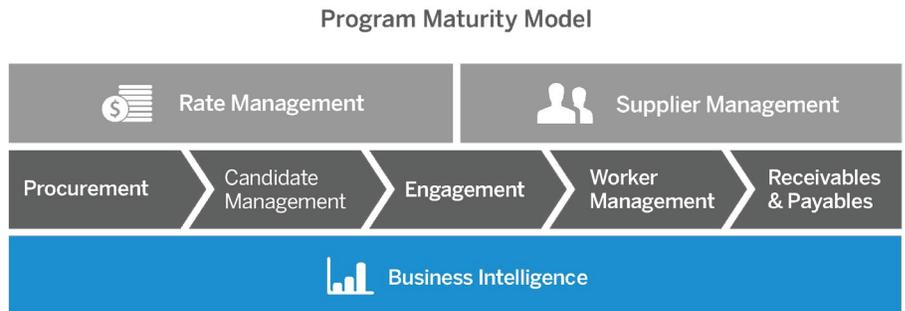
## About SAP Fieldglass

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 Process

To determine a program's maturity, SAP Fieldglass first conducts a series of client workshops in order to obtain a clear picture of every aspect of the program. SAP Fieldglass then provides clients with a roadmap for improvement, focusing on several key areas.



Within each of these areas, we ask several exploratory questions, for example, if reviewing the efficiency of supplier management, we might ask:

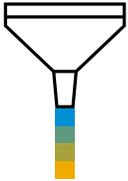
- How do you manage and track supplier information?
- How do you rationalize the supplier base?
- How do you collaborate with your supplier base?
- How do you manage supplier performance?

The responses help us determine a customer's usage patterns, from best-in-class through below average, to ultimately determine a program's current state of maturity.

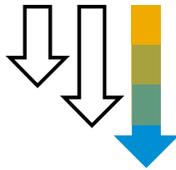
After conducting the reviews, we present our findings, assessments and recommendations to the company via a maturity map. The map provides an overview of relative program strengths, areas of improvement and recommendations.

## Conclusions

By identifying how well our clients are managing their programs and then arming them with ways to reach a higher level of program maturity, we help them:



Achieve optimal efficiency



Reduce risk



Drive greater levels of compliance



Demonstrate the value of the program to management

## 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](http://www.fieldglass.com/resources) to learn more about the external workforce and the way work gets done.

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