

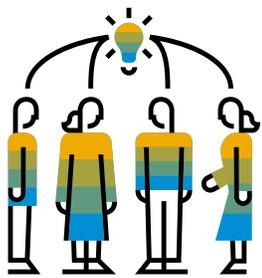
SAP Fieldglass **strategic consulting services**

Driving continuous value from your services procurement and external workforce program

SAP Fieldglass Datasheet

THE BEST RUN 





The SAP Fieldglass Strategic Consulting Services (SCS) team has one important goal: help customers and partners improve program performance. We work collaboratively with your organization to ensure your services procurement and external workforce management programs are best-in-class and results-driven, year after year.

How do we accomplish this? We offer several complimentary key services and tools that help you identify specific short- and long-term improvement opportunities, compare program maturity against benchmarks, establish new goals and understand valuable data and analytics to make enhancements.

Customers can leverage our unique series of workshops, ranging in length from half- to full-day, that encompass the entire lifecycle of your program. The workshops focus on three core initiatives:

Product knowledge: Effectively utilizing the SAP Fieldglass solution's capabilities

Analytics & insight: Continuously improving program performance

Market dynamics: Identifying key trends, peer-level observations and industry-specific data

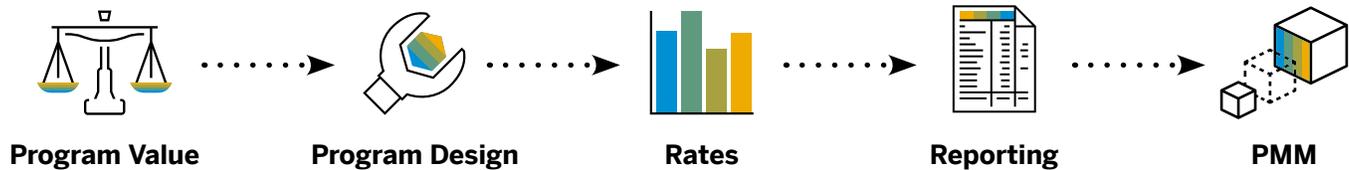
Data and analytics

SAP Fieldglass offers a number of initiatives to share the latest services and external workforce industry data with you. We additionally leverage the vast amount of data in our solution to analyze and help you grow your program.

Benchmarking: SAP Fieldglass' platform includes self-service tools to help you benchmark your program against other companies in your industry or across the globe. The SCS team can provide further benchmarks and more in-depth analysis. Our solution is the industry's largest source of aggregate data and allows you to easily compare market rates, hiring cycle times and several other data points to better understand how your organization compares with others.

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.



Business reviews: We encourage our customers to participate in periodic business reviews to help keep you on track and all of us on the same page when it comes to your program’s success. The SCS team can take a deeper dive into the analysis and measurements outlined in these quarterly business reviews to help your team define and achieve your goals.

Ad-hoc requests: Our dedicated team is always available to you. We welcome questions, requests and feedback to help us consistently improve your experience and the solution’s effectiveness and efficiency.

SAP Fieldglass Program Value workshop

The SAP Fieldglass Program Value Workshop assesses the value of your program and helps build a business case to share with internal stakeholders. It provides a structured framework to create a cost-benefit analysis of your program and lays the foundation to ensure ongoing success. Based on our extensive experience with programs of various sizes and scope, the workshop follows a proven process to examine each organization’s challenges and risks.

SAP Fieldglass will help your company:

- Identify specific program goals and objectives
- Quantify program value propositions
- Determine processes to deliver cost savings, efficiency, quality and compliance
- Provide a framework to estimate Return on Investment (ROI)

This full-day workshop will include a detailed review of your program’s lifecycle, including procurement, candidate management, engagement, worker management, receivables and payables, supplier management, rate management and business intelligence.

Upon the conclusion of the workshop, you will be armed with an actual business case outlining how a services procurement and external workforce management program will benefit your organization.

Program Design workshop

Building a successful services and external workforce program requires thorough organizational knowledge and a solid plan. Yet many companies fall short because they are unsure how to begin the planning process. SAP Fieldglass offers this workshop to guide you through each detailed step to plan, architect and run a thriving program. Our industry experts will leverage their global experience to answer critical questions including:

- What type of program model best fits our company?
- What resources do I need to manage the program?
- What are the key elements for an effective program?
- How do I measure our program performance?
- What are the common program risks and challenges?

Upon completion of the workshop, you will have valuable, tangible takeaways to share with your peers and executives including:

- An outline of a custom program playbook based on your distinctive needs and constraints
- A template for an operational program guide
- An activity matrix highlighting relevant activities by role, frequencies and the associated performance metrics

Advanced sourcing strategies workshop

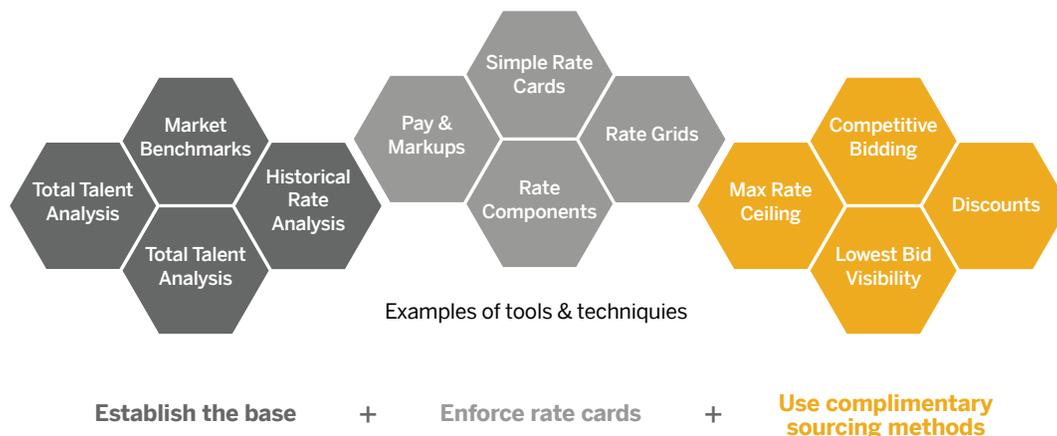
Contrary to what many organizations practice, there are many components to a competitive, holistic rate card strategy. While knowing the average market rate is always critical, it is also important to consider several other factors that drive rates, such as geography, specialty, experience and certifications. This half-day workshop focuses on all of the details associated with rates as well as how they impact performance and quality measurements such as time to fill, candidate quality, user satisfaction, worker quality and compliance.

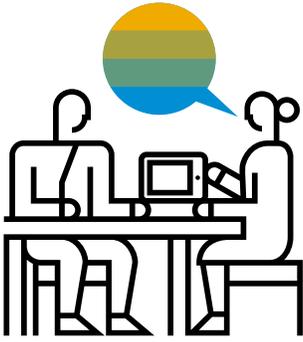
We will provide comprehensive data analytics to show actual trends in rate card management and help identify ways that your organization can be more strategic.

Reporting and Business Intelligence workshop

In order to continuously improve your services procurement and external workforce management program, you must understand your company's unique pain points and challenges. How do your rates compare across the industry? Are your hiring times comparable with competitors? How are your suppliers performing? While it is critical to leverage the comprehensive reporting and business intelligence tools in the SAP Fieldglass solution to gather this information, it is also imperative to analyze your overall reporting strategy. **What is working and what needs to change?**

This workshop takes an in-depth look at your reporting and business intelligence strategies and identifies your primary objectives for both. We drill down to design a plan that helps you accomplish those objectives in an effective and efficient process.





We will walk you through the SAP Fieldglass reporting capabilities that are most beneficial to your company and implement a customized “standard suite of reports” that will help you achieve your goals and objectives for the future. During this process, we will eliminate excess reports from the tool and review advanced reporting features that are most helpful for your program. Once the workshop is completed, you’ll be equipped with a framework to scale and expand your reporting suite to accommodate expansions and new users.

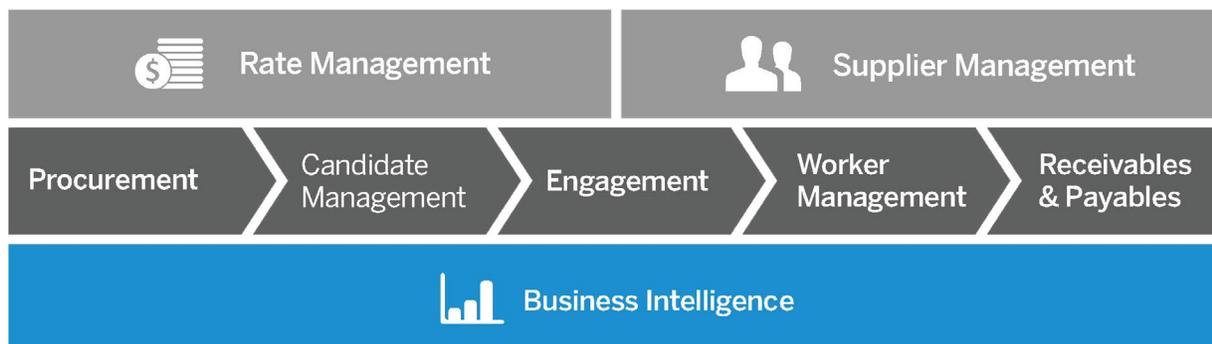
Program Maturity Model

The Program Maturity Model (PMM) is a unique service designed to improve your services procurement and external workforce programs. Through the PMM, our team analyzes your program data to evaluate how effectively you are using our solution to improve your processes. The PMM describes how and why your program develops as it grows and matures. It also takes into consideration other challenges to sustaining program value, such as shifting business priorities, the evolution of the SAP Fieldglass solution, and changes in industry practices, laws and guidelines.

The PMM helps your organization:

- 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

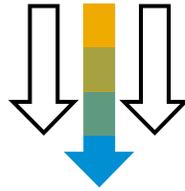
Program Maturity Model



Upon completion of the workshop, you will have tools and information to help your business:



Achieve optimal efficiency



Reduce risk



Drive greater levels of compliance



Demonstrate the value of the program and quantify the cost to management

Conclusion

Our SCS team is fully dedicated to continuously improving and enhancing your external workforce and services procurement program.

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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