SAP FIELDGLASS INDUSTRY SPOTLIGHT: AVIATION
HOW THE EXTERNAL WORKFORCE CAN HELP TACKLE CHALLENGES IN THE AVIATION INDUSTRY

Few industries are as tumultuous as the aviation industry. Economic shifts, changes in government regulations, large and influential labor groups, extensive investment in equipment and even the weather have a major impact on operations. As a result, airlines need to be able to adapt quickly in all aspects of business – including the ability to quickly and easily procure talent to support these dynamic industry changes.

Engaging external workers and service providers is a key way that airline companies can ensure enterprise agility. From wheelchair pushers to IT professionals, ticket agents to engineers and beyond, utilizing flexible talent helps increase and decrease headcount as needed, without the need for layoffs. But with this workforce comes the need to mitigate risk and control costs.

Compliance to corporate and government regulations is essential in a heavily regulated industry like aviation. With the SAP Fieldglass platform, organizations gain full visibility into their total workforce and are able to easily track and manage all workers. It automates and streamlines onboarding tasks, such as confirming appropriate certifications and completion of forms, and offboarding processes, such as retrieving equipment and removing systems access.

Because many airlines are multinational, they must accommodate different business configurations, tax laws, pay modifiers, rate components, currencies and languages where they utilize external workers and service providers. SAP Fieldglass is designed with global reach in mind and has been architected to support each of these factors. Our platform is deployed in more than 140 countries and 19 languages, and seamlessly takes into account legal, cultural and currency variations on the backend. Customers can deploy a single tenant of the solution yet support complex requirements for doing business around the world.

The visibility provided by SAP Fieldglass also helps companies identify cost savings opportunities. With insight into bill rate trends, supplier performance and benchmarking capabilities, organizations can optimize their external workforce and services procurement spend.

SAP Fieldglass can additionally help airlines be competitive in a tight talent market. According to PwC, the aviation industry will need to hire more than two million new employees by 2025 and the growth rate for these jobs is projected to outpace the overall workforce growth rate.¹ When airlines embrace flexible workers, they’re able to bring in skills that are lacking in their existing workforces when there is demand. The platform connects organizations in real-time with millions of resources and enables businesses to easily engage alternative talent sources such as alumni, silver medalists, freelancers and more to augment their workforces.

To learn more about how SAP Fieldglass has benefitted leading global enterprises, check out our case studies and videos.

¹ PwC, Tailwinds and Fuel Price Volatility: How are Airlines Responding to the Challenge?, 2015.