SAP Fieldglass

SAP Fieldglass and Aerotek Help a Leading Company in Pharmacy Benefit Management

A Pharmaceutical Benefits Company Case Study

THE BEST RUN **SAP**

Customer profile

This company is a leading third-party verifier in pharmacy benefit management and is rapidly expanding, experiencing nearly 40 percent year-over-year growth through organic development and business acquisitions.

Customer objectives

The organization decided to implement both a Managed Service Provider (MSP) and technology solution to replace its manual process for managing more than 700 external workers across 20 locations using paper invoicing. This would best enable it to achieve its two main goals:

- Achieving efficiency by providing accurate and consistent invoicing for each of its contractors and locations.
- Implementing a standardized candidate screening process to ensure compliance across all locations and program suppliers.

Also important, the company needed a solution that was flexible enough to meet the demands of a high-growth, acquisition-heavy buyer. It was critical for the solution to easily scale to include new business units and accommodate future growth.

Aerotek & SAP Fieldglass
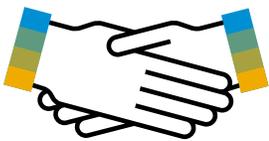
External workforce buyers can choose their MSP and Vendor Management System (VMS) providers in a few ways. They can issue separate RFPs for each, choosing one before the other independently. Or, they can ask MSPs to recommend a VMS provider that would complement their solution, and vice versa. This company decided to ask its MSP candidates for a technology recommendation.

In this case, the customer chose Aerotek, who came to the table with its preferred VMS partner, SAP Fieldglass. Aerotek recommended SAP Fieldglass for its ease of use, advanced and accessible reporting and scalability.

Forming a preferred partnership allows the Aerotek and SAP Fieldglass teams to perfect their collaboration processes, extending various benefits to the end customer, including:
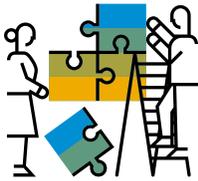
A customized platform built to serve mid-market customers
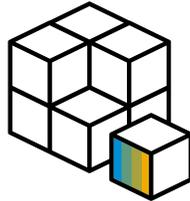
The combination of an industry-leading technology and MSP provider

Unique expertise that comes from experience with other joint customers

During the implementation process, each potential user received one-on-one training to guarantee effective use. In addition, the finance, HR and accounting departments as well as hiring managers, received regular progress reports.

The customer's program went live on the Aerotek/SAP Fieldglass solution in May 2013 with all non-IT spend, including customer service representatives, and workers specific to pharmacy benefits management, such as pharmaceutical and authorization technicians.
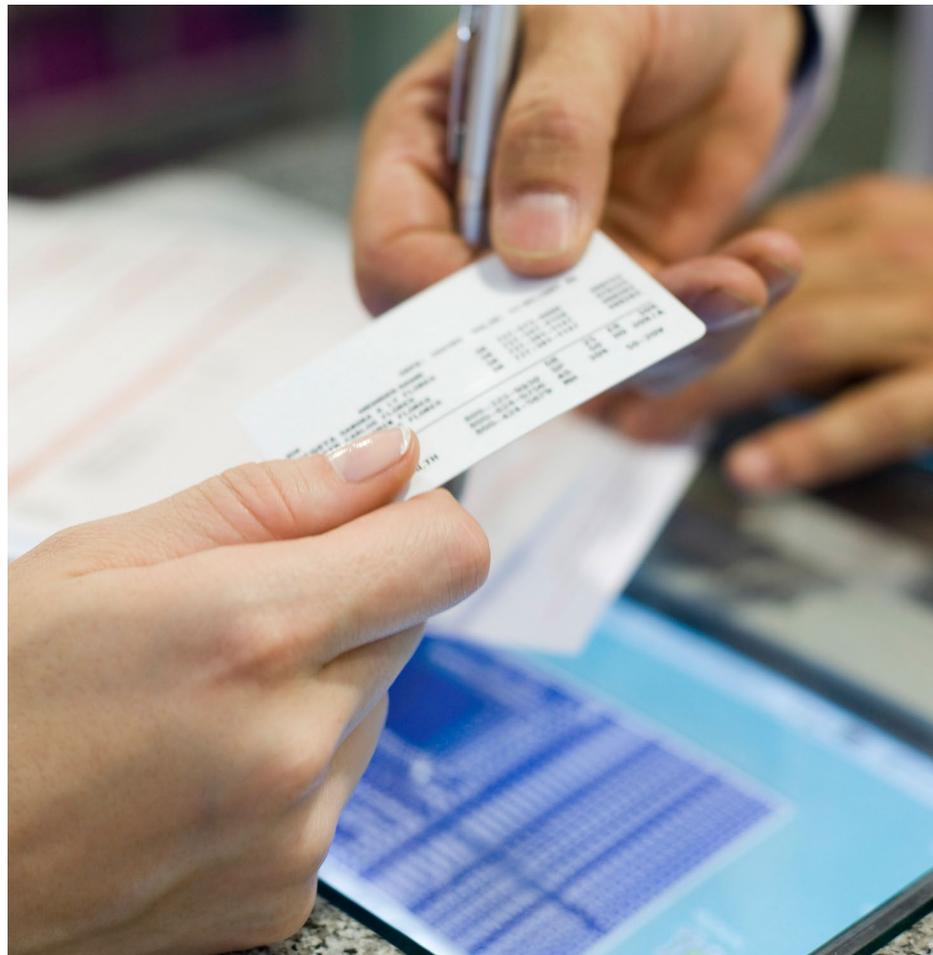
Results

The customer has achieved significant results around its main objectives of efficiency and compliance.

- The organization reports an invoicing accuracy of 100 percent across each of its 20 locations.
- Aerotek's Program Office has created Standard Operating Procedures (SOPs) to ensure compliance during the hiring process.
- Using SAP Fieldglass, the customer can view the state of the program at any given time and receive technical support.
- With the increased visibility and support of an MSP Program Office, the customer's fill ratio moved from an average of 74 percent to an average of 95 percent.
- SAP Fieldglass has been a vehicle to visibility by connecting the client's Operations and Talent Acquisition teams, providing streamlined communication with Aerotek MSP and suppliers in order to identify and onboard workers quickly.

- Using the rate card in SAP Fieldglass, Aerotek can regulate the mark-ups for each position and enforce all supplier pay rates and bill rates across all sites.
- SAP Fieldglass supplements the recruitment process by easily allowing Aerotek to track starts and conduct monthly compliance audits. The client benefits from the risk mitigation associated with knowing that every candidate is screened the same way across all sites.
- Prior to SAP Fieldglass, the client was past due in invoices over six months. Since implementing SAP Fieldglass and simplifying the invoicing process, the client pays around Net 15 with minimal invoicing errors.
- SAP Fieldglass reporting and analytics allows Aerotek to provide the client with monthly accounting accruals and budget management. It now receives monthly headcount and attrition reports, which provides a comprehensive understanding of active headcount at every site.

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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