SAP Fieldglass Provides the Foundation for a Global External Workforce Program

An Oil & Gas Company Case Study
One of the world’s leading international oil and gas companies decided to re-evaluate the state of its external workforce, which included thousands of workers worldwide. The company’s various business units and groups were each managing its contingent labor independently, via different processes and solutions, which did not allow it to meaningfully monitor or analyze the effectiveness of this key labor segment.

**The objective**

In 2009 the company decided to implement a technology solution to better manage its external workforce program. It ultimately chose to deploy a single, global Vendor Management System (VMS), selecting SAP Fieldglass as its technology partner. In implementing the SAP Fieldglass solution, the company hoped to gain the visibility needed to drive cost savings, enable better decision making and maintain compliance.

**A phased approach**

To migrate over to the SAP Fieldglass platform, many business units had to be transitioned off an existing technology solution or manual, paper-based processes. Initially, the program launched with a simultaneous, multi-country implementation for business units within both the US and the UK.

The company decided to take a phased approach to deploying the solution, and it will continue to strategically expand its use of SAP Fieldglass to include more areas of its business as it makes sense. This phased approach will allow them to more easily manage the transition for each business unit. To best prepare for future expansion, the company and the SAP Fieldglass team worked together to create repeatable global business requirements for deploying in new regions, all while keeping in mind localization considerations necessary for different geographies.

To date the company is managing nearly 4,000 workers through SAP Fieldglass, in positions that span IT, clerical, healthcare, finance, scientific, security, and still others for headcount tracking purposes. SAP Fieldglass manages the company’s external labor in more than 11 countries. These workers account for more than $91 million of the company’s labor spend.
Results
By managing its in-scope contingent labor through a single solution, the company has dramatically improved its visibility into these previously segmented workers. It is now able to identify trends and make strategic decisions regarding its external labor spend and headcount. This more closely aligns the program to the company’s overall business goals and helps to improve the bottom line.

The SAP Fieldglass solution has also enabled the organization to improve the tracking of its onboarding processes, ensuring compliance to various health and safety requirements important to the energy sector. The SAP Fieldglass solution is also fully integrated to multiple A/P and reporting systems. Lastly, the solution was implemented in a way that is replicable. At any time, the company can add new regions or business units to its labor program with ease.

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.