

# WELCOME TO THE SAP FIELDGLASS VOICE OF THE CUSTOMER COMMUNITY!

At SAP Fieldglass, our customers are our first priority. From initial conversations to program maturity, our goal is to provide you exceptional support and guidance. But in order to continuously approve our solution and offerings, we need you!

We invite you to be a part of our customer community, the **Voice of the Customer (VoC)**, to help us transform the way work gets done.

The VoC is a dynamic, active group of thought leaders who collaborate with each other, with us and with others in the industry. Each member brings unique perspectives on managing their programs and vendors, working with SAP Fieldglass and the industry trends affecting their business. Our organized framework allows you to directly exchange thoughts, stories and suggestions with each other as well as our leadership teams.

Through *connecting, influencing and innovating*, let us help your program reach its peak potential.

## Connect

As a member of the VoC, you have an exclusive opportunity to network with other thought leaders. SAP Fieldglass offers a variety of activities to enable you to connect not only with us, but other customers as well.

**Regional Round Tables:** Take advantage of these in-person events, located in hub cities, to collaborate with your peers, participate in localized knowledge sharing and get face-to-face time with members of the SAP Fieldglass team. Interested in hosting a regional round table? [Email Melissa Best](#).

**Best Practices Summit (BPS):** These customer-only, annual events invite customers to share their stories on our main stage, network with one another and interact with key members of the SAP Fieldglass community and executives.

SAP Fieldglass VoCs receive an exclusive invitation to a BPS luncheon, featuring one-on-one conversations with our executives. This event is “a PhD level conversation” on the services procurement and external workforce management space.

**Customer Success Calls:** What's on your mind? What challenges are you facing? These invitation-only calls are designed to enhance your program. We provide this open forum so you can share ideas to drive your programs forward.

## SAP FIELDGLASS

### Voice of the Customer

#### Share Your Insights

*If you're interested in becoming a VoC member, reach out to Melissa Best!*

*Melissa Best*

*Global Customer Engagement  
and Advocacy*

[Melissa.best@sap.com](mailto:Melissa.best@sap.com)

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## Influence

As a thought leader, you've got a story to share. Whether it's presenting your journey at an industry event, during a webinar or by adding to our collective knowledge base, opportunities are limitless to highlight your success.

Influence the future of work by showcasing your expertise in the market. Let us promote you as a visionary to analysts, the industry and your peers.

## Innovate

Earn a seat at the table with our technology team and contribute to our world-class solution for services procurement and external workforce management. Listed below are two groups you can get involved in.

**User Experience (UX) Partners Program:** What makes a great user experience? Give us your feedback to help us simplify how work gets done. Alongside our technology team, the UX Partners Program drives improvements to our solution to ensure it's seamless for our end users.

**Development Partners:** Our Development Partners help shape the future of the SAP Fieldglass platform. Bring an idea to life through new functionality validation and beta testing.

Want to get involved? Become a VoC today!

Reach out to your account team or [Melissa Best](#) for more information.

## A Sampling of Our Members:



## About SAP Fieldglass

SAP Fieldglass provides the industry's leading cloud technology for services procurement and external workforce management. More than 400 global businesses leverage SAP Fieldglass' intuitive Vendor Management System (VMS) to gain visibility into its external labor, project-based services including Statements of Work (SOWs), independent contractors and additional flexible talent pools.