SAP Fieldglass

Sikorsky Gets a Better View
From The Cloud

SAP Fieldglass Aerospace Case Study

THE BEST RUN **SAP**

This is about speed and agility — two key requirements when you're working with one of the world's largest helicopter companies.

From the flight of the first viable American helicopter, Sikorsky, a Lockheed Martin Company headquartered in Stratford, Connecticut, is still an industry leader — designing, manufacturing, servicing and supporting military and commercial helicopters.

Sikorsky offers a full spectrum of aftermarket service and support solutions. And, as part of the Rotary and Mission Systems business segment of Lockheed Martin, Sikorsky provides military and rotary-wing aircraft to all five branches of the U.S. armed forces, along with military services and commercial operators in 40 nations. They've got a few things up in the air, in other words.

The rollout at a glance:

- Sikorsky was in the middle of an acquisition by Lockheed Martin and needed to move fast.
- A four-week goal was established to migrate Sikorsky's existing capabilities to SAP Fieldglass.
- Initial implementation was for contract engineering, followed by contract labor for all of Sikorsky.
- Due to the highly sensitive nature of military contracts, security was of utmost importance.
- Sikorsky's success depends on highly specialized niche skills, making talent much harder to source.

The race to replace a sunsetting system

Sikorsky was looking for a new platform for external workforce management and services procurement as its current platform was slated for decommissioning. The urgency to avoid disruption of its engineering department was paramount, as the company relies heavily on this capability. At the same time, Sikorsky was seeking a more robust technology solution for external workforce management — one that could offer expanded benefits and support evolving business needs.

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.

Competition is an ever-present issue, and to stay ahead, Sikorsky must continually balance innovation with agility, speed and efficiency. That often requires augmenting its existing talent, and Sikorsky needed an enterprise solution that could provide complete visibility into its external workforce with full lifecycle management.

And it all needed to happen in four weeks.

The solution wasn't just about technology, it was about trust

The acquisition of Sikorsky by Lockheed Martin in 2015 added an extra dimension of complexity to the process — it was a dynamic environment, one of integration amidst acquisition. The company sought a trusted technology partner with a flexible platform that could be stood up quickly and help Sikorsky adapt to and align with the organizational changes and systems requirements of its new parent company.

The solution: SAP Fieldglass

SAP Fieldglass was picked for its industry-leading enterprise platform for external workforce management and services procurement. The company also has a proven track record in the industry, and with the acquisition integration changes already underway — pressured by the tight timeline — SAP Fieldglass' speed and agility made it the right choice.

Security was never a question, it was an entire interview

Security risks are inherent to operating in the aerospace industry, and as part of the selection process, contenders had to undergo a stringent Lockheed Martin security review. SAP Fieldglass passed with flying colors, effectively demonstrating the robust security capabilities of its platform.

Why such scrutiny? Lockheed Martin must routinely defend against an extensive range of continually evolving security threats against its information technology systems, facilities and people. The threats may vary from attacks commonly encountered across most industries today, to advanced persistent threats from highly organized adversaries who target the company because it protects national security information.

The migration to a modern, agile, enterprise solution

In the initial implementation, the functional capabilities from Sikorsky's legacy system were moved to the SAP Fieldglass platform, and the solution was tailored for the engineering department's contingent workforce. This was accelerated by using a dedicated test environment with pre-loaded best practices. Given the successful cost savings and other metrics reported in the engineering rollout, the solution has since been implemented across the entire North American division.

Visibility and other clearly successful results

SAP Fieldglass provides Sikorsky enterprise-wide visibility with end-to-end lifecycle management capabilities for its external workforce — from sourcing, onboarding and managing, to invoicing, payment and offboarding.

Other key benefits include:

- Complete visibility into Sikorsky's external workforce helps the company ensure proper compliance with corporate policies and government regulations for mitigating potential risk and costly fines.
- Streamlined and automated on/offboarding supports audit tracking for external workers throughout their lifecycle. It also helps ensure they have the right credentials and controlled access to systems and facilities for security and badging purposes.
- Visibility into spend gives management more control, while automated time tracking and integration allow for better reporting.

And because SAP Fieldglass supports Sikorsky's need for highly specialized, niche skillsets, its configurable solution gives Sikorsky more time to focus on its core mission and capabilities.

Key capability improvements:

- Compliance for risk mitigation
- Systems and facilities access control for security
- Streamlined, automated & integrated time tracking
- Reporting and analytics for spend control
- Sourcing highly specialized talent

> **Not just anyone can design and build a military helicopter — the helicopter engineer is a rare breed of talent. With SAP Fieldglass, it's much easier now to find and manage such highly specialized talent.**
>
> Julius Rivers, Engineering Strategic Sourcing Leader at Sikorsky

The SAP Fieldglass solution helps Sikorsky engage external talent when and where they're needed. And as Sikorsky continues to grow with Lockheed Martin, SAP Fieldglass provides a flexible platform for expanding external workforce management capabilities across the organization.

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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