

# Elevate Your Flexible Workforce Management and Services Procurement

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# POWERING YOUR FLEXIBLE WORKFORCE

Our cloud-based, industry-leading Vendor Management System allows your company to:



**CREATE EFFICIENT LABOR PROGRAMS**



**CUT ASSOCIATED COSTS**



**IMPROVE WORKER QUALITY**



**ENFORCE COMPLIANCE**

## 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 165 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.

Flexible labor. Statement of Work (SOW) projects. Contingent worker. Freelancer. Temporary or seasonal employee. Professional services. Independent contractor. Consultant. Non-employee workforce. Call it what you want. But the reality is that organizations are not as concerned about who completes work, but rather how that work actually gets done. This external workforce segment plays a critical role for your organization and creates competitive advantages. It offers unique skill sets, cost control benefits, proven efficiencies and innovative ideas.

So what is the best way to find and manage the right external workforce and achieve total visibility into it? At SAP Fieldglass, we help you answer this question and provide the solution to overcome your challenges. Our cloud-based, industry-leading Vendor Management System (VMS) allows your company to **create efficient labor programs, cut associated costs, improve worker quality and enforce compliance.**

**Visibility into this growing portion of the workforce also helps companies see the “big talent picture.”**

**According to Staffing Industry Analysts, “Having a broader, more holistic and proactive approach to getting work done is the best way for organizations to **meet challenges and gain a competitive advantage.**”**

## IDENTIFYING YOUR CHALLENGES

Finding and managing the right talent sounds pretty straightforward. Yet this seemingly simple task can feel nearly impossible when you factor in disparate systems, decentralized management, human error and inconsistent processes. Combine those with the administrative aspects of managing the workers and suppliers — it can be overwhelming.

SAP Fieldglass, the largest and most trusted VMS across the globe, **helps you identify and gain total visibility into your services procurement and external workforce programs.** Our powerful platform automates services procurement programs and contingent workforce management by providing a seamless process from procurement through offboarding, with powerful business intelligence tools at every stage. It can be easily integrated into your existing systems, such as Enterprise Resource Planning (ERP) and Applicant Tracking System (ATS).

Experts estimate that services requirements budgets — essentially any project governed by an SOW and outsourced to non-employees — can consume anywhere from 30% to 60% of all company spending. SAP Fieldglass can manage a variety of service engagements including projects, offshore/offsite, independent contractors, managed programs, business services and BPOs. Large companies rely on SAP Fieldglass to simplify the processes related to services, including sourcing, collaboration and contract negotiation, management and evaluation, invoice and approval, and spend management. Our customers have realized cost savings from 8–12% in the first year.

### SAP FIELDGLASS SIMPLIFIES YOUR WORKFLOW TO CARRY OUT YOUR SERVICES BASED PROJECT.

1. Requisition is created
2. Requisition is approved
3. Requisition is distributed
4. Suppliers return candidates
5. Worker is selected

## DELIVERING YOUR RESULTS

SAP Fieldglass delivers results and has the data to prove it. In fact, we have the highest Return on Investment (ROI) in the industry. Without a VMS, businesses struggle from a lack of visibility into their flexible workforces and spend excess money, time and manpower to manage them. With SAP Fieldglass, costs are reduced, manual processes are automated and the bottom line is improved.



One healthcare customer decreased its requisition approval cycle time from more than two weeks to only 1.75 days.



A telecommunications customer notes a decrease in invoicing error rate from 5% to only .05%.



A financial services customer cites \$7.4 million in cost savings after the program's inception.

**And those are just a few examples.**

## Key SAP Fieldglass VMS Benefits

### TOTAL WORKFORCE VISIBILITY:

- Optimize worker composition
- Properly classify labor
- Worker Profile Management (WPM) to track and manage all non-employee workers not tied to an existing SAP Fieldglass module
- Ensure corporate security during on- and off-boarding
- Strategically place workers at best location/facility

### IMPROVED WORKER AND SUPPLIER QUALITY:

- Identify top talent and suppliers better with consistent evaluations
- Find better workers faster by directly sourcing from known resources
- Leverage a supplier scorecard to determine the best source for future projects

### INCREASED PROGRAM EFFICIENCIES:

- Automate and streamline requisitions and approvals to save valuable time
- Enhance supplier document sharing and collaboration
- Create a requisition in just two clicks
- Leverage the industry's largest benchmarking database
- Log in with your mobile device to stay on-task while you're out of the office

### BIGGER FINANCIAL REWARDS:

- Analyze and enforce program budgets
- Get regular rate comparisons down to the postal code level
- Regulate markups and overtime

### ENSURED COMPLIANCE:

- Leverage proactive alerts
- Take advantage of never-ending audit trails
- Use the system to monitor corporate and regulatory policies
- Organize, store and track documentation related to managing ICs

**“SAP Fieldglass is now the single authoritative source of record truth when we need to get worker information.”**

**- VISA**



## FOCUSING ON YOUR INDUSTRY

SAP Fieldglass is deeply established and highly experienced across nearly every industry vertical with VMS functionality designed to meet the unique needs of specific industries. In addition to telecommunications, consumer and retail and pharmaceuticals, here are a few examples of how SAP Fieldglass is uniquely equipped to serve you.

### ENERGY

- Quickly procure and deploy specialized talent where and when it is needed, including outages, trades/remote, IT, prof, admin and retirees/alumni
- Accurately track rates for regular time, overtime and double time
- Monitor mandatory training, certifications and licenses
- Leverage worker and equipment tracking

### FINANCIAL SERVICES

- Stay up-to-date with ever-changing laws and regulations
- Automate audit trails to ensure corporate and governmental compliance
- Avoid co-employment risks and tenure management issues
- Focus on cost savings and margin maximization

## HEALTHCARE

- Track hospital certifications and credentials
- Compare supplier rates, as well as, supplier ratings for a better vetting process
- Implement hospital efficiency improvements
- Find compliance issues and make immediate corrections
- Ensure risk mitigation with shift manager functionality

## MANUFACTURING

- Support workforce demand planning with access to qualified talent pools
- Enable production schedule and workforce alignment with shift manager
- Use the pay rules engine for complex pay variables and to ensure that buyers are correctly invoiced
- Monitor fatigue and exposure at the worker and job level to ensure compliance and mitigate risk

## OIL & GAS/NATURAL RESOURCES

- Monitor HSE standards and ensure compliance
- Perform seamless onboarding to include mandatory training, certifications and licenses
- Access a standardized job catalog for proper classification and consistency across the entire organization
- Manage complex rate structures tied to location, duration of assignment or risk level

## PROFESSIONAL SERVICES

- Compare supplier rates, as well as supplier ratings
- Track certification expirations and re-certification requirements
- Access real-time rate guidance
- Experience improved worker quality with independent contractor vetting

## TECHNOLOGY

- Standardize rates and leverage spend by volume
- Better procure and manage a diverse workforce including outsourced and IT contractors, client services, R&D, admin, etc.
- Drive upfront visibility to project requirements and deliverables

# BUILDING A PARTNERSHIP

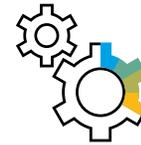
**At SAP Fieldglass, your success is our focus.** Our core business practice of partnership and collaboration with large buyers of flexible labor, Managed Service Providers (MSPs), staffing firms and service providers ensures just that. We offer value-added expertise regardless of your program's state — from program value and design, to enablement to maturity — to generate peak performance and best-in-class programs.

Our experienced Professional Services team offers a multi-tiered support structure for seemingly simple problems, such as a password reset, to the most complex situation, to ongoing consultations. Our customers receive:

- Skilled, seamless implementations
- Account services for measuring, analyzing and optimizing your program
- Up-to-date release management

But we don't stop there. Or ever. We are your true VMS partner and remain committed to you and your program for... well, as long as you'll let us. We hope to continuously guide and help your program grow, mature and improve.

**Our experienced team is built to support you at each stage of your program and deliver ongoing value.**



**HELP DESK  
EXPERTISE**



**TRAINING**



**CONFIGURATION**



**BEST PRACTICE  
CONSULTING**



**STRATEGIC BUSINESS  
REVIEWS**



**GOVERNANCE**



## ENSURING YOUR SUCCESS

### SAP FIELDGLASS COMMUNITY

Because SAP Fieldglass is the largest VMS provider, our customers gain access to an impressive and engaged user community. Through face-to-face meetings, virtual events and an online portal, you can network with your peers and share best practices.

### INNOVATION

SAP Fieldglass has been cloud since its inception. The architecture is designed to manage huge volumes of users and transactions for the world's largest brands. It can scale for growth with high availability, redundancy and security. In addition:

- ISO 27001 certified since 2011
- SSAE 16/ISAE 3402 SOC 1 Type 2 audits conducted since 2005

### SEAMLESS INTEGRATION

We realize the importance of integration to create flexible work streams, enforce processes and maintain data integrity. Our open integration platform supports all major enterprise systems and our team has unmatched experience in the industry.

## PROGRAM FLEXIBILITY

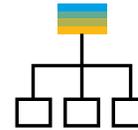
We developed our VMS to work seamlessly, whether you self-manage the program, take advantage of an expert MSP, leverage multiple MSPs, or use any combination therein.

## BROAD GLOBAL REACH

We are equipped to manage the needs of your multinational workforce and can support the highly regulated mandates and fiduciary variances among countries. We can easily handle your organization's most complex business configurations, tax laws, pay modifiers, rate components, currencies and languages.

## POSITIVE USER EXPERIENCE

Modeled after popular consumer applications that are simple and easy to use, SAP Fieldglass has created a user interface that drives rapid adoption. Quick to use, even without training, the SAP Fieldglass platform's intuitive interface mimics the applications people know and love.



Positioned as a leader among services procurement providers in "[The Forrester Wave™: Services Procurement, Q1 2017](#)."



Deployed in 165+ countries and 21 languages with 35% of deployments outside U.S.



Highest-ranked capabilities in broad range of client program scenarios with nearly 20 years experience. Most total integrations, as well as those to both Oracle and SAP in 2015.

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