

# SAP FIELDGLASS CORPORATE OVERVIEW

## SAP FIELDGLASS IS THE LEADING TECHNOLOGY PROVIDER TO PROCURE AND MANAGE EXTERNAL LABOR AND SERVICES

SAP Fieldglass' highly configurable, open Vendor Management System (VMS) operates in the cloud, providing transparency into services spend and external labor, and helping companies procure, manage and make strategic decisions regarding:

- Flexible labor in more than 30 categories, including light industrial, IT, pharmaceutical and clerical/administrative
- Statement of Work (SOW) projects including offshore/offsite, managed programs, business services and outsourced projects
- Independent Contractors (ICs)
- Specialized talent pools such as retirees and alumni

Through the company's award-winning Software-as-a-Service platform, customers including Abbott Laboratories, American Airlines, Rio Tinto and Siemens achieve total visibility to realize program efficiency, control costs, improve worker quality and ensure compliance with corporate and government regulations.

### How It Works

A VMS solution has four key user types. The buyer is the company requesting a resource. Suppliers are the staffing firms filling the resource requests. The program office is the group responsible for approving job requests and vetting candidates from suppliers. Finally, workers comprise the group using the solution to enter time or deliverables and receive compensation.

The solution, which can be integrated with back-end ERP, HR, financial and other e-procurement systems, is used to complete tasks throughout the entire procure-to-pay process, including:

- Job posting or multi-bid SOW creation
- Onboarding and offboarding
- Rate management
- Time entry
- Consolidated invoicing
- Performance tracking and reporting

### Exceptional Customer Experience and Support

SAP Fieldglass leads the industry in customer satisfaction of both buyers and suppliers due to its superior solution and world-class services team. In 2014, SAP Fieldglass was recognized in The Forrester Wave™: VMS, Q1 2014 by Forrester Research, Inc., as the highest-scoring VMS provider in Contingent Workforce Management/Vendor Management System (CWM/VMS) functionality and market presence.

### Quick Statistics

Year Founded: 1999

Employees: 700+

Customers: 400+

Supply Base: 40,000

Countries with Active Spend: 100+

Languages: 18

*"SAP Fieldglass continues to demonstrate a shared vision for the future of this space — a holistic but streamlined approach that allows companies to more effectively act upon workforce needs based on what the talent marketplace offers."*



Director, Strategic Recruitment and Alliances

*"SAP Fieldglass was able to provide us with a cost-effective, vendor neutral, end-to-end solution that has quickly demonstrated tangible, positive results for Verizon."*



Director, IT Finance

Based on extensive research, customer input and third party design expertise, SAP Fieldglass' user interface is modeled after popular consumer applications that are quick to understand and simple to use even without training.

Backed by the industry's most experienced professional services team, SAP Fieldglass serves as a strategic partner for each of our customers to ensure success and user satisfaction, whether they have been using the solution for two months or 12 years.

- The largest customer base comes with access to the largest benchmarking database in the industry. Customers can identify best practices, uncover strengths and weaknesses and compare data with other like companies in size, geography or industry.
- With a unique focus on continuous improvement, SAP Fieldglass' services team helps customers identify specific short- and long-term improvement opportunities, a critical exercise for expanding external labor and services programs with evolving goals.
- Customers help shape the company's innovative solution, sharing feedback via the company's user community, annual Best Practices Summit and through their account support team.

In addition, a highly accessible, multilingual helpdesk is available 24/7 to handle any urgent customer needs.

## Widest Global Footprint and Capabilities

Designed to meet the needs of today's multinational businesses, SAP Fieldglass' technology supports all the needs of a global company including custom reporting and business process configurations. Our solution can support multiple currencies, accommodate complex tax laws and address rate components — in 18 languages and counting.

## Flexible Program Management

SAP Fieldglass pioneered the concept of program choice, and now, a decade later, nearly all VMS providers have followed suit and are program agnostic. SAP Fieldglass developed its technology to work seamlessly regardless of how a program is structured – customers can self-manage their program, take advantage of the expertise of a Managed Service Provider (MSP) or Recruitment Process Outsourcer (RPO), or any combination therein.

## Mission Critical Technology in the Cloud

The SAP Fieldglass platform is based on J2EE architecture utilizing an n-tier approach. The company's development processes are continually governed by SSAE 16/ISAE 3402 Type 2 SOC1 audits and SSAE 16 Type 2 SOC2 audits in the Security and Availability Trust Services Principles. SAP Fieldglass' ISO 27001:2013 certification provides assurances to customers that the company has implemented a formal information security management system that is based on continuous improvement.

### 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.

"SAP Fieldglass goes the extra mile to ensure its solution and services surpass the expectations of its customers."



Director, Talent Acquisition Center of Excellence & Contingent Workforce Program

"The modern multinational is a complex enterprise with sophisticated requirements for the sourcing of contingent labor and services. We selected SAP Fieldglass for their commitment to supporting these variations in language, regulations and business practices."



European Regional Director, Indirect Procurement