



SAP Fieldglass 

# How a global organization proves SAP Fieldglass' value **through results**

A Siemens Case Study

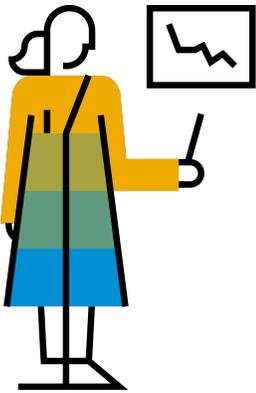
# A strategic approach to expansion

## SIEMENS

Headquartered in Germany, Siemens is Europe's largest electronics and electrical engineering company as well as the world's largest provider of environmental technologies. The company employs approximately 348,000 people worldwide across its four sectors: energy, healthcare, industry and infrastructure and cities. Siemens reported 2015 revenues of more than \$75 billion.

Siemens initially deployed SAP Fieldglass in 2010. Critical to its internal processes, SAP Fieldglass is tightly integrated to Siemens' ERP systems, PeopleSoft, AP and several time collection systems. Today the company uses SAP Fieldglass to manage approximately 6,000 external workers, accounting for approximately \$150 million in annual spend. The program has expanded to include external labor and independent contractors across additional business units as well as within Canada and the United Kingdom.

### Focused on results



In the past, Siemens' external labor was managed independently by each division within the organization, each using a different Managed Service Provider (MSP) and technology solution. With this model, Siemens had no visibility into its flexible workforce or its annual costs. And, with more than four different technologies in place, the company had no way to conduct reporting across this workforce.

In 2009, Siemens' procurement team spearheaded an initiative to centralize the management of the external workforce. To that end, Siemens deployed SAP Fieldglass VMS June 2010, beginning with non-IT contingent labor across its healthcare and industry sectors, and consolidated all programs under Randstad SourceRight as the MSP.

### About This Case Study

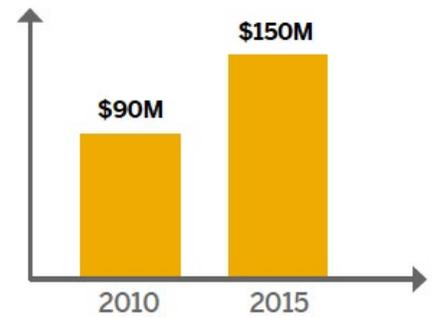
With a fragmented management process and multiple technologies in use, Siemens decided to implement a single technology solution to enable visibility into its workforce. With SAP Fieldglass, Siemens has **saved approximately \$17 million** since the introduction of the program.

### 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.



Immediately, the solution helped to streamline many previously manual processes and activities associated with managing flexible labor. The company demonstrated proven value of the tool through cost savings and process efficiencies to expand the program across Siemens' remaining sectors. Annual program spend has grown from \$90 million in 2010 to \$150 million in 2015, enabling results on a greater scale. Overall, Siemens has been able to save \$17 million since launching the program. Approximately \$400,000 of those savings was achieved by turning 200,000 paper invoices into consolidated electronic submittals.



**Siemens' Annual Program Spend**

Siemens has expanded its program to include independent contractors, additional IT external labor and Statement of Work (SOW) spend. The company anticipates to double its current program volume with these expansions, and to derive further benefits with a deeper impact on the business. Siemens has also expanded its program outside of the U.S. The company implemented SAP Fieldglass in the United Kingdom and Canada, and is evaluating opportunities to expand into other services categories to drive continued growth.

### **Big Bang vs. Phased approach to expansion**

How a company approaches a technology implementation is dependent on a myriad of factors. For Siemens, the decentralized nature of its external labor management would have made a mandated program change difficult. Instead, the company rolled out the program to each new area of the business individually, presenting a business case and demonstrating results for the greatest buy-in and user adoption.

## **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](http://www.fieldglass.com/resources) to learn more about the external workforce and the way work gets done.

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