SAP Fieldglass

How a global investment management firm implemented SAP Fieldglass and streamlined its flexible workforce

SAP Fieldglass Case Study

THE BEST RUN **SAP**

SAP Fieldglass: Best-of-breed provider

A leading independent global investment management firm, dedicated to helping clients in more than 150 countries achieve their financial objectives, employs more than 750 investment professionals in 20 countries. It was looking to improve the management of its external workforce by engaging best-of-breed providers.

After carefully evaluating the market, the organization chose SAP Fieldglass as its Vendor Management System (VMS) and MetaProcure as its Managed Service Provider (MSP), with the strong partnership between the two companies being a significant factor in the decision. It was drawn to the SAP Fieldglass solution's usability, scalability and integration experience. It selected MetaProcure in part for its proficiency in leveraging SAP Fieldglass to improve the cost, quality and delivery of contingent labor.

By partnering with SAP Fieldglass and MetaProcure, the company hoped to achieve four overarching objectives through a series of tactics:

Goal	Tactics
Elevate strategic labor decisions	• Track contingent worker headcount and rates by location • Use benchmark and performance data
Increase efficiency	• Use automated, consistent processes to improve cycle times • Simplify training, improve user adoption via a common requisition process
Improve compliance	• Institute accountability and transparency throughout the requisition lifecycle • Ensure proper qualifications and certifications during onboarding
Achieve sustainable cost savings	• Reduce and manage the overall costs of using external workers

What they gained:

✓ **Compliance**   ✓ **Cost savings**   ✓ **Efficiency**

Program implementation, benefits & lessons learned

The organization launched its external workforce management program in June 2014. It encompasses 250 workers within North America that account for $13 million in annual labor spend. The company uses approximately 15 suppliers and services 225 internal program users.

Since launching its program with SAP Fieldglass and MetaProcure, the organization has achieved:
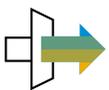
100% compliance to its processes
All external labor spend is processed via the tool and accounted for in reporting. This has given the company significant visibility into how they are buying and procuring labor, and greatly improves their decision-making.

Significant cost savings
Labor costs were reduced by 10 percent in 2015.

Streamlined on/off boarding processes
The program is more efficient, reliable and secure due to the integration between SAP Fieldglass and PeopleSoft for contingent worker provisioning.

Implementation must-do's

1. Establish a clear plan and stick to it.
2. Get the data and requirements right.
3. Don't ignore change management.
4. Focus on a supplier strategy.
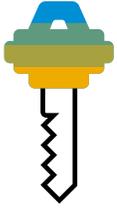
Keys to success

Throughout the course of the implementation, the organization learned some key lessons to ensure success. Here are seven of the biggest takeaways and how it achieved them.

Manage to deliverables

Agreeing on and sticking to project milestone dates, and reporting progress along the way is crucial. It is also important to assign clear owners to each deliverable and work stream responsibility.

Manage project scope, issues and risks

All parties should work from an approved scope document, and throughout the course of the implementation, proactively communicate any issues or potential risks to determine the best course of action.

Establish executive sponsorship and project governance

This should be created and activated within two weeks of kicking off the project, with regular meetings and check-in points during each phase.

Ensure data quality

This is a critical step during the VMS implementation, as it sets the stage for the program's efficiency and ultimate success. All data should come from the appropriate sources and be thoroughly evaluated.

Ensure accurate requirements

The team should focus on functional rather than technical requirements. They should keep an open mind to change and collaborate with all stakeholders to build out processes to improve them, using the program goals and objectives as the starting point.

Focus on change management

The team should secure top-down support. They should also enlist program champions and actively involve the corporate communications group when applicable.

Ensure supplier contracts are given appropriate attention

They should evaluate rates against market data, and bring suppliers into the fold early and keep them informed.

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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