

A LEADING BANKING INSTITUTION SOLVED COMPLEX BUSINESS PROBLEMS WITH SAP FIELDGLASS

A GLOBAL FINANCIAL SERVICES CASE STUDY

As one of the world's largest financial institutions, this massive, global company serves individual consumers, small- and middle-market businesses and large corporations with a full range of banking, investing, asset management and other financial and risk management products and services. It supports approximately 57 million consumer and small business relationships. It is also among the world's leading wealth management companies and is a global leader in corporate and investment banking and trading across a broad range of asset classes, serving corporations, governments, institutions and individuals around the world. The company serves clients through operations in more than 40 countries.

Business Challenges

As an organization with a diverse constituent base and global reach, it historically relied on manual, paper-based processes to manage its external labor and services spend. The disparate processes across regions and business groups created:

- A lack of holistic visibility of its global external workforce
- Significant and costly program inefficiencies
- Substantial risks related to compliance with corporate and government policies

Continuous Improvement in Partnership with Three Managed Service Providers (MSPs)

The organization measures its external labor and services program across two key areas, technical and non-technical. The enterprise-wide project grew over time through a phased approach in order to win executive and hiring manager support and ensure change management success. The first phase began by moving core-business, non-technical workers, representing approximately \$100M in spend, to the SAP Fieldglass platform under one MSP program. Within the first year, they added an additional \$600M in spend through the technical side of the business. In addition, the standard punch-out integration from SAP Fieldglass to SAP Ariba became a one-way integration to improve the user experience, and they implemented a full contractor and credential file process to streamline the onboarding process for external labor.

In February of 2010, the technical and non-technical categories from a company it acquired were added to the program, which brought an additional \$400M of spend under management. At the same time SAP Fieldglass put in place more integrations to the organization's critical business systems, including a user feed upload and a timeclock integration. In August of 2010 the company's United Kingdom external labor programs, representing two different MSPs and a total of \$600M spend, were added to the SAP Fieldglass platform. A large proportion of the new spend added in 2010 was transitioned from another third-party Vendor Management System (VMS) platform.

Program At A Glance

- Complex program management with three MSPs and more than \$2 billion in spend
- Large SOW initiative with 13,000+ resources across Costa Rica, Philippines, Japan and India
- Numerous integrations to improve program efficiency and the user experience

The company also deployed a new administration integration called "data mart," which connects all of its sites, costs centers and users through a single integration to the three separate instances of SAP Fieldglass that make up each MSP program. Data mart offers a variety of efficiencies, such as automated invoicing directly from SAP Fieldglass to their back office and consolidated reporting across all instances. The data mart has resulted in faster supplier payments, greater enterprise visibility of activity and an overall reduction in administrative tasks.

In the Spring of 2011, the company launched a Statement of Work (SOW) initiative to manage 13,000+ resources across many countries including Costa Rica, Philippines, Japan and India. The program has provided a governance model that enables the organization to validate whether activity is following corporate policies and procedures. The increased visibility has allowed for further analysis to identify optimization and cost savings.

Currently, SAP Fieldglass is working with the customer to deploy the solution in APAC. This initiative will include more than 12 countries, each with unique business and invoicing requirements.

Results

From inception, the SAP Fieldglass platform and the supportive MSP programs gave the company demonstrable results. Over time additional benefits continue to be realized, including:

- Significant improvement across several key metrics, including cost savings, reduction in administrative costs, increased compliance and risk mitigation
- More than \$100M+ in cost savings since inception of the program, attributable to visibility/transparency, competitive bidding, rate card creation and enhancements, and other areas of cost avoidance
- Full compliance with TARP process and the SAP Fieldglass platform is fully certified as secure and compliant to meet the regulatory requirements of the organization
- Process efficiencies through the data mart and back office integrations to improve invoice handling
- Integration with e-commerce transaction system giving hiring managers a single source entry into SAP Fieldglass for ease of use
- Ability to assess turnover and staffing trends in various markets by monitoring key metrics throughout SAP Fieldglass workflows
- Segmented and controlled management of the company's workers, while giving upper management a consolidated view of the entire population
- Visibility and governance improvements for its IT offshore initiatives
- Continued integrations into back-office systems which drive overall efficiencies

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.