

SAP Fieldglass 

# Rethink Your Approach to Services Procurement

Krista Quicke  
Jorge Chamot

THE BEST RUN 

# Agenda

Why has effective management of services procurement become a strategic priority for CPOs?

Services procurement opportunities

SAP Fieldglass solution approach

Deployment considerations

SAP Fieldglass & SAP Ariba



## External Workforce Insights 2018: The Forces Reshaping How Work Gets Done

“ 44%

of workforce spend is on  
the external workforce



The external workforce has become **essential to core operations**. It provides a rich well of talent and is increasingly critical to business strategy.

*“Agree” and “Strongly agree” responses*

**46%**

Say they would be unable to **conduct business as usual** without an external workforce

**65%**

Say their external workers are critical to **operating at full capacity** and meeting market demands

# Varying Engagement Patterns Across Categories

## Diverse Categories

- IT Services
- Financial Services
- Consulting
- Facilities
- Engineering
- Print
- Call Center
- BPO
- Research
- Legal
- Marketing & Creative
- Field Services

## Diverse Engagement Patterns



Project-based Services



Offshore Services

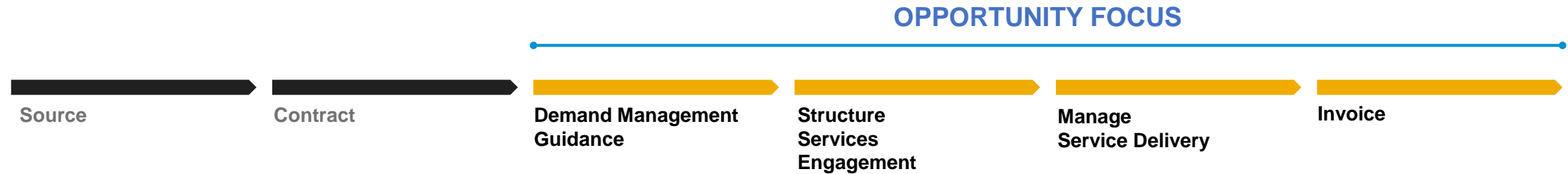


IC and Freelancers



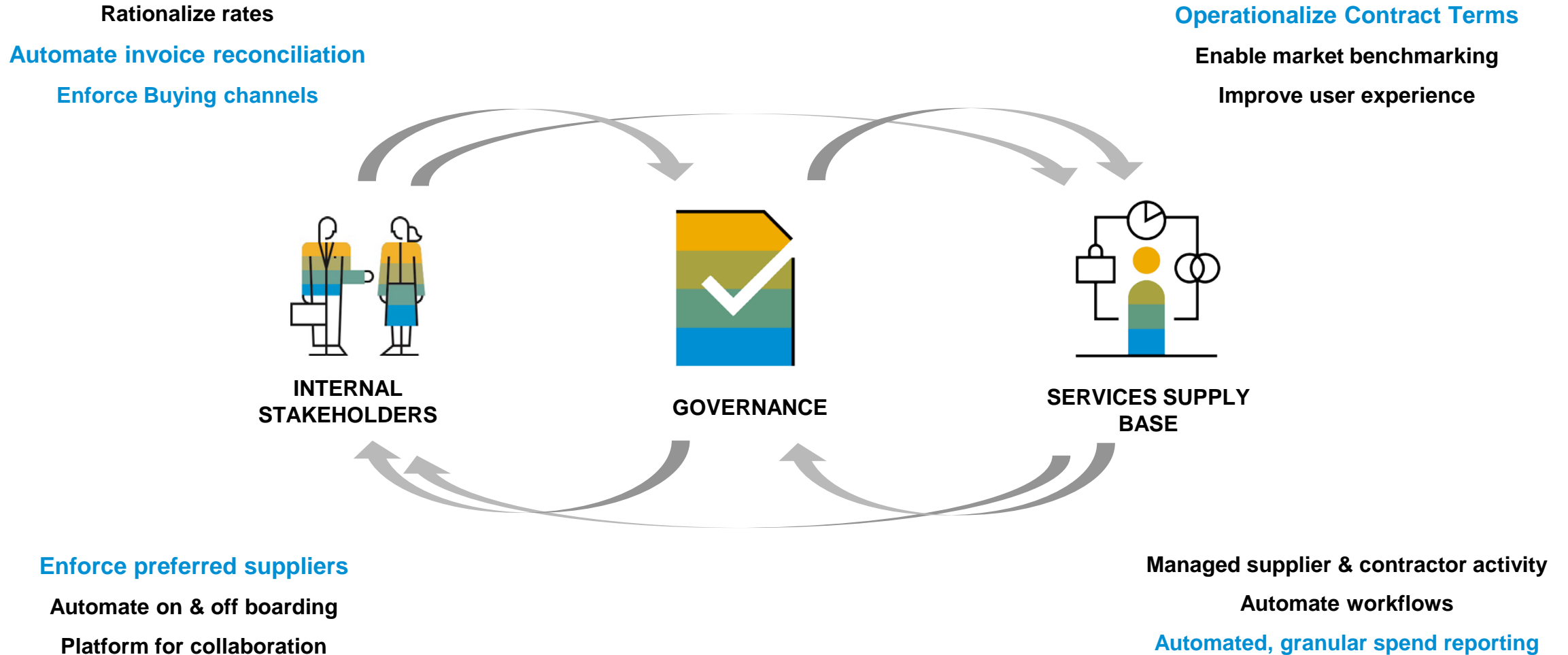
Catalog-based

# The Challenge in Downstream Services Procurement



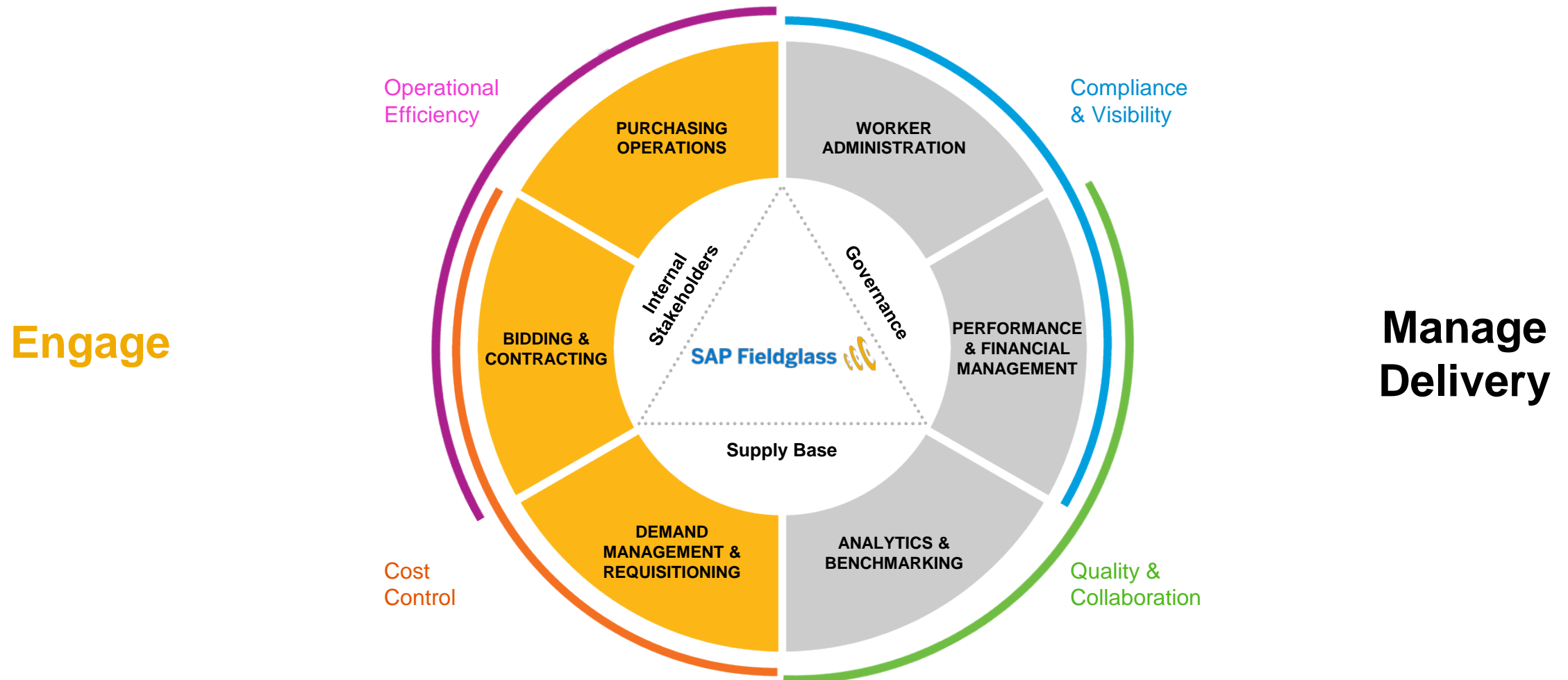
- Even if sourcing and contracting capabilities have matured, operational procurement, especially for services, remains a challenge
- Value leaks as end users purchase through the wrong channels, engage non-preferred suppliers, or manage the delivery of services with little rigor
- SAP Fieldglass enables the budgetary controls, diverse payment characteristics, contractual terms & conditions, and oversight of the 3<sup>rd</sup> party contractors required to effectively manage services procurement

# Services Procurement Opportunities



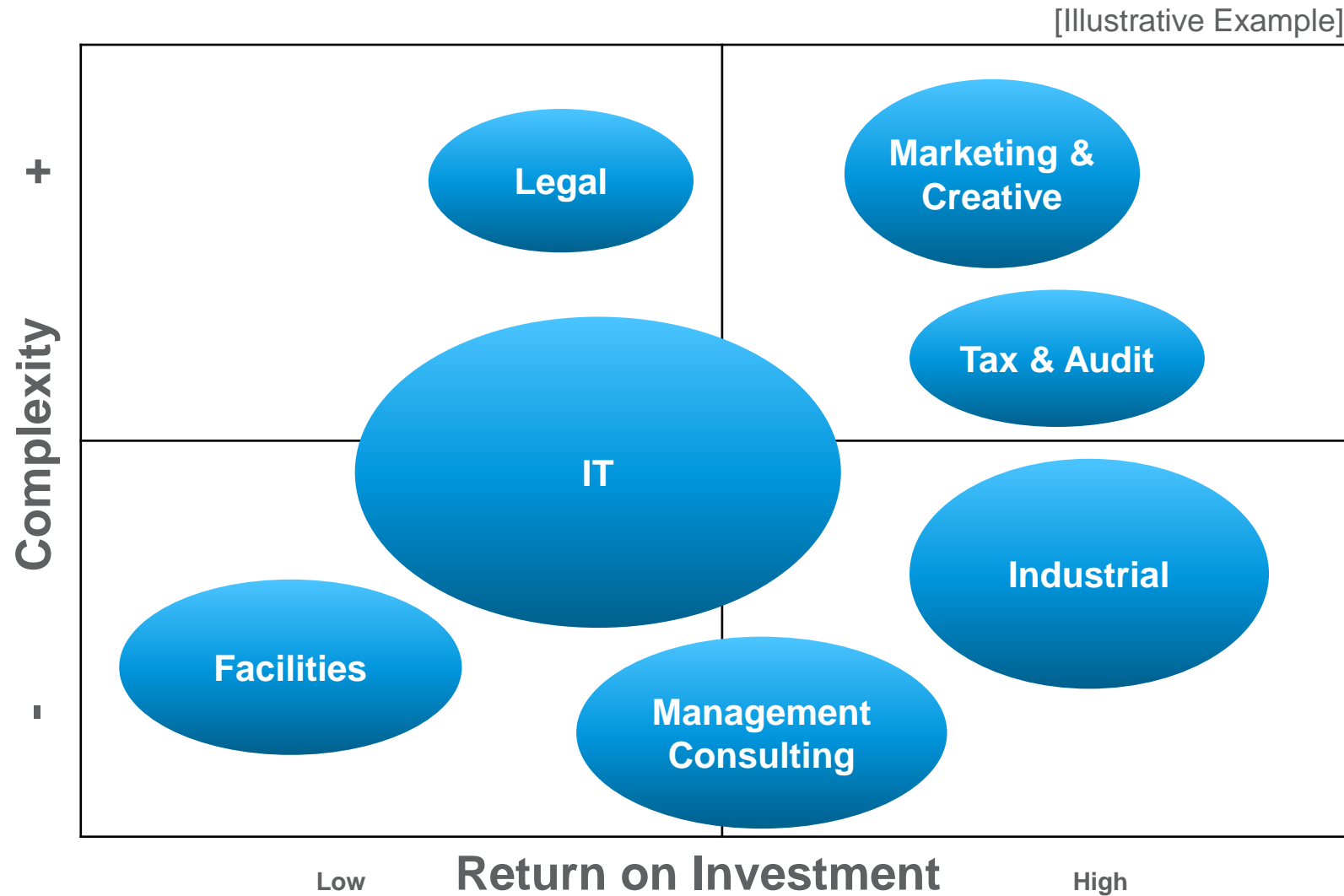
# Services Procurement Capabilities

Single integrated global platform to manage the financial, contractual, operational, and human capital parameters of the services engagements.



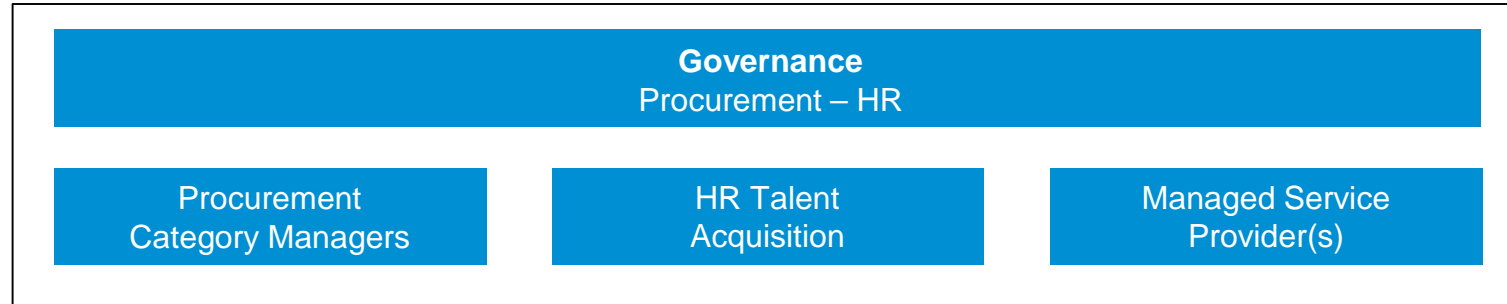


# A Category Centric Deployment Approach



# Effective Governance for Ongoing Success

## Core Team



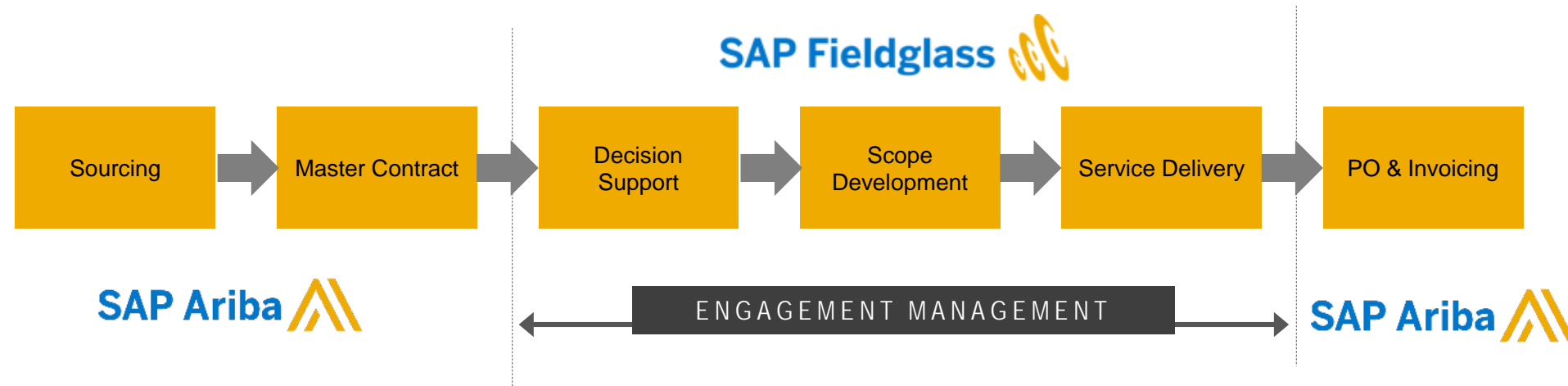
## Supply / Talent Base



## Program Support



# SAP Fieldglass & SAP Ariba: Better Together



## Parameters of a Services Engagement:

1. Dynamic scoping based on how, where and when work will be delivered
2. Resources on/off boarding, chain of custody tracking, and tenure management
3. Supplier initiated scope updates and project document collaboration
4. Changing delivery team make up, including internal employees
5. Task/activity level cost accounting and effort tracking
6. Project SLA and performance management

# SAP Ariba + SAP Fieldglass Incremental Value

Enabling Complete External Workforce Control (Who & How within External Services)

<b>Manage workers associated with each SOW engagement</b>	<ul style="list-style-type: none"> <li>• On/Off Boarding &amp; Provisioning</li> <li>• Tenure &amp; Performance Tracking</li> <li>• Expenses</li> </ul>	<ul style="list-style-type: none"> <li>• Contractor record and related documents</li> <li>• Offload data entry to services supplier</li> </ul>
<b>Downstream SOW authoring and supplier collaboration</b>	<ul style="list-style-type: none"> <li>• Self-service, buyer centric SOW development</li> <li>• Collaborate on language, engagement structure and pricing</li> </ul>	<ul style="list-style-type: none"> <li>• Configurability across payment characteristics</li> </ul>
<b>Manage engagement specific supplier performance</b>	<ul style="list-style-type: none"> <li>• Deliverable level performance tracking</li> <li>• Engagement and relationship level role up</li> </ul>	<ul style="list-style-type: none"> <li>• Configurable supplier visibility into performance</li> <li>• Drilldown, real-time, supplier KPI scorecards</li> </ul>
<b>Timecard functionality</b>	<ul style="list-style-type: none"> <li>• Seamless allocation of hours across job types, project codes and cost centers</li> <li>• Complex rate management (e.g. overtime, double time, markups)</li> </ul>	<ul style="list-style-type: none"> <li>• Rate benchmarking</li> <li>• Mobile capabilities</li> </ul>
<b>MSP Governance Model</b>	<ul style="list-style-type: none"> <li>• Native “PMO” architecture</li> <li>• Single-tenant / Multi-MSP capability</li> <li>• Administrative panel for alerts and tactical tracking</li> </ul>	<ul style="list-style-type: none"> <li>• PMO enabled configurability (e.g. workflow changes, report development, custom fields etc.)</li> </ul>

SAP Fieldglass 

Thank you.

Contact Information:

Krista Quicke

[krista.quicke@sap.com](mailto:krista.quicke@sap.com)

Jorge Chamot

[jorge.chamot@sap.com](mailto:jorge.chamot@sap.com)

THE BEST RUN

