MUFG Union Bank finds value with the transparency and flexibility of the SAP Fieldglass platform

SAP Fieldglass Case Study
Improving external workforce visibility with SAP Fieldglass

MUFG Union Bank, N.A. ("MUFG Union Bank") started on their external talent management journey in 2010, when they decided to put a program in place to manage their contingent labor in the U.S. At the time, they didn’t have a view of who was working for the bank, where they were, or what they were doing. While they wanted a provider with proven capabilities in financial services, they also were looking for one that would provide a great user experience, as they knew it would be a big change internally. They sought input from suppliers, vendors and customers. They chose to work with SAP Fieldglass and decided to self-manage their program.

Banking on external labor
The bank relies on contract labor to support projects and key initiatives—business resources such as accountants, auditors, business analysts and consultants—and IT. Their primary channels for sourcing talent are preferred staffing agencies and direct sourcing including alumni, particularly valued for their institutional knowledge and expertise. Every open position is communicated to their direct sourced candidate pool and agencies. They currently recruit just over one-fourth of their contingent labor themselves, and they would like to increase the use of this channel.

"The advantage to working with SAP Fieldglass is the flexibility. We have had to ask for a lot of things to meet our needs, and the account support has been fantastic. We really feel that Fieldglass puts customers first. It’s been a great experience."

Sandra Buhler, Director, Contingent Workforce Management, MUFG Union Bank

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.
Expanding the program footprint

In 2014, an affiliate bank heard great feedback about the program, and decided they would like to implement an external talent management program, too. The team worked with them for six months to set up their program and brought in an MSP to manage it. They were operating two tenants given different approaches and processes at each bank. Later that year, the banks were integrated. Fast forward to 2018, and the bank has consolidated two tenants into one, still supported by two financial systems. They have two networks and a few different processes, such as onboarding.

Numerous benefits, with transparency topping the list

The bank has realized numerous benefits from implementing SAP Fieldglass—transparency being the most important. “Stakeholders rely on SAP Fieldglass reporting—we have received very positive feedback,” says Sandra Buhler, Director of Contingent Workforce Management at MUFG Union Bank. Business unit CFOs (BUCFOs) depend on SAP Fieldglass reporting to do forecasting with executives. Reports go up to the Executive Committee on a quarterly basis as external talent is an important component of keeping the bank moving.

Flexibility is also key

The bank also values the flexibility of the SAP Fieldglass platform. Business groups manage differently and they have been able to tailor the platform to meet their specific needs.

Account support highly regarded and valued

In addition to transparency and flexible reporting capabilities, MUFG Union Bank has high ratings for SAP Fieldglass account management. Buhler states that “SAP Fieldglass is very solution-driven — it’s not an out-of-the-box solution as there is not one way of doing things. This has been helpful in building support for the program internally... We have had to ask for a lot of things to meet our needs, and the account support has been collaborative. We really feel that Fieldglass puts customers first.”
We have had on-going positive feedback internally about the SAP Fieldglass platform. We have a solution that will carry us into the future and support our global needs as we evolve.

Sandra Buhler, Director, Contingent Workforce Management, MUFG Union Bank

Smooth integrations
MUFG Union Bank also shared that integrations have gone very smoothly, and as planned. The current integrations are with their HR and finance systems. The integration also supports mandatory compliance training requirements for all contingent workers with access to bank systems.

What's next on their journey?
MUFG Union Bank is starting to implement Worker Profile, to provide them with visibility into resources doing work under a Statement of Work (SOW), as their priority is to have a single system of record for all non-employees who have system, badge or network access. They will take the same approach as their earlier implementations, and that is to focus on getting everyone into the solution, evaluate the population, and deliver recommendations afterwards. Looking further ahead, the bank would like to automate onboarding and offboarding for all contingent workers, explore the services procurement solution to actively manage that spend, and expand their program globally—with SAP Fieldglass at their side.

Learn more
Discover more about how digital is transforming the banking industry and why leading organizations leverage SAP Fieldglass to effectively manage their external talent and services procurement. Read more.