SAP Fieldglass Industry Spotlight: Professional Services

The key to making clients happier, faster.
There’s a better way to find and manage external talent, speed up the talent pipeline and meet client expectations.

The way you work is changing. And right now, professional services firms like yours are being transformed by digitization, just like the industries you serve. At the same time, you’re facing increasing competition and higher client expectations for more value, more quickly.

The legacy business model of time and materials—on which professional services firms were built—is eroding, and as you adapt to this new reality, you’ll have to evolve and embrace different business models, such as outcome-based arrangements and gain sharing. You’ll also have savvier clients, so you’ll need to demonstrate a deeper bench, more transparency, the confidence to put the right skills in the right place at the right time, and the ability to scale quickly.

This means you’ve got a lot to think about:

• Improving visibility into external talent and skills—helping to avoid the calls, emails and social searches to find information

• Sourcing talent when and where it’s needed—attracting specialized skills and reducing cycle time so you don’t leave money on the table

• Differentiating your people—showing a deep bench with the requisite expertise and competing with a widening field

• Managing risk—ensuring compliance with regulatory/statutory requirements, local tax regulations, labor laws and privacy requirements all over the world

• Strengthening security—ensuring the safety of critical client data, IP and facilities

• Managing complex Statement of Work (SOW) projects—simplifying and gaining visibility into and control over services procurement, such as outsourcers and digital agencies

All this, plus the need to innovate. Leading the industry means being an early adopter of digital technologies and advances such as AI and machine learning, to help you better serve your internal and external clients.

92% of professional services executives say the external workforce will be important for sourcing skills that are in scarce supply in three years’ time.1

1External Workforce Insights 2018: The forces reshaping how work gets done by SAP Fieldglass and Oxford Economics. Based on a global survey of 800 senior executives including 51 insurance executives in more than a dozen countries, fielded in late 2017/early 2018. One-third of respondents are C-suite executives.
Who’s working for you? Where are they? How much are you paying them? How well are they performing? And where do you find the answers?

- Improve the way work gets done with SAP Fieldglass, which helps you manage external talent such as contractors and freelancers, as well as services providers who you engage via Statements of Work (SOW)
  - Gain visibility into and control over your external workforce—even SOW labor—throughout the entire external talent management lifecycle
  - Speed and simplify external talent management processes while reducing costs and controlling maverick spend
  - Improve operational efficiency and increase compliance
  - Match and approve invoices to complex contracts in real time
  - See all your supplier spend and be better informed for price comparisons and negotiations

- Source talent, expand your reach and compress cycle time
  - Create your own talent pools and use our Candidate Portal for direct sourcing
  - Tap into the SAP Fieldglass Digital Network for seamless integrations with talent channels, broadening your reach
  - Employ SAP Fieldglass Live Insights for real-time market data and gain information critical to your sourcing strategies
  - Use our resume ranking functionality powered by machine learning to efficiently identify the resources that fit you best

- Tap into SAP Fieldglass’s experience in more than 180 countries, helping you to adhere to local labor laws, rate requirements, tax regulations and more

- Rely on robust security with a world-class Information Security Management System

- Enjoy simple and flexible self-service configuration, so there’s no need to call for help, wait for answers or pay fees
SAP Fieldglass is designed for you.

Professional services is all about talent, and we have you covered. Our solution is geared for the unique, complex and demanding nature of professional services. We provide:

1. **Depth, flexibility and configurability**, so you work how you want to work.

2. **Open platform and integration capabilities** that are very IT-friendly.

3. **An innovative, integrated Digital Network** including talent channel partners.

4. **A culture of innovation that enables you to be best in class.**
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.

See for yourself.

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If that’s not reason enough to look at SAP Fieldglass:

• We’re a leader in our industry, and we got there by putting customer service first
• We specialize in something we call co-innovation and helping our customers configure the right solutions for their needs
• We enjoy solving complex problems

If you’d like to be able to tap into more sources of talent, scale up rapidly, operate with agility and gain unprecedented visibility into spend, let us show you what we can do for you.