



SAP Fieldglass 

# The Multi-Channel Workforce is Here

SAP Fieldglass Whitepaper

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THE BEST RUN



## The multi-channel workforce is here

In the fast-paced digital economy, enterprises who can be agile and move at speed have the advantage. The more nimble you are, the better you can respond to competitive threats and pivot to capitalize on new opportunities.

As a result, the way businesses operate is changing. Today, organizations rely on many sources of talent beyond their full-time employees – from contingent workers provided by traditional staffing agencies to statement of work-based consultants, freelancers to internal talent pools, and beyond. At SAP Fieldglass, we refer to this as the multi-channel workforce. And it's booming. In fact, it is expected that these workers will account for nearly half of the average organization's workforce by the end of the decade.



Utilizing flexible talent allows businesses to access critical skills, scale up and down to meet demand, and reduce recruiting costs and overhead. So to be successful, they need to be able to deploy these resources anywhere in the world, at any time. And they need to be able to manage them effectively.

This is where SAP Fieldglass comes in. We are the longstanding leader in external talent management and services procurement. Our platform helps customers find, source and strategically manage their multi-channel workforce.

## 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.

**We easily connect them with millions of resources around the globe and help them answer critical questions including:**



Who is working for you?



What are their skills? And what are they doing?



Where are they located?



Which facilities and systems are they accessing?



How much are you paying them?

## Driving results through a digital ecosystem

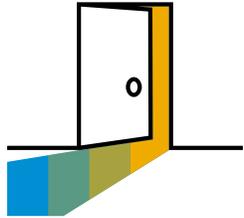
There are other forces at play. An ever-growing variety of digital solutions is emerging – and touching every part of an organization’s external talent management and services procurement processes. These microservices include online talent marketplaces, payroll and compliance solutions, onboarding and offboarding tools, candidate vetting applications, workforce planning and analytics solutions, and more.

Because they are digital and built-for-purpose, they’re gaining traction. In order to maintain control, organizations must determine how they are going to factor these technologies into their total talent management strategy.

At SAP Fieldglass, we are thinking about these providers holistically – as part of an ecosystem that can create value for a business. Leveraging our open platform, we have made it easy for our customers to seamlessly connect SAP Fieldglass with a wide range of complementary, best-of-breed microservices using pre-built integrations. This allows them to manage their multi-channel workforces with ease and agility – accessing talent faster and simplifying how it is managed.

## Transforming the way work gets done

At SAP Fieldglass, we are transforming how work gets done by enabling organizations to optimize their use of the multi-channel workforce to be more agile and accelerate business outcomes.



Bringing SAP Fieldglass together with other SAP solutions such as SAP SuccessFactors and SAP Ariba empowers our customers to understand and actively manage their total workforce and total spend.

The future of work is here with SAP Fieldglass.

## 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](http://www.fieldglass.com/resources) to learn more about the external workforce and the way work gets done.

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