

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

It's about the core

Focus your forces

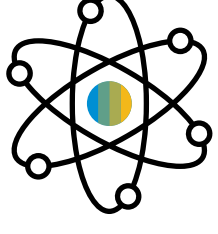
In collaboration with Oxford Economics, we conducted a global research study examining the rapid growth of the external workforce—non-payroll workers and services providers—and its far-reaching implications for both employers and employees.

44%

of workforce spend is on the external workforce

Those who manage external labor effectively are finding it to be a driver of competitive advantage.

Our analysis of the survey data surfaced four key forces that are transforming the way work gets done.



Force Two

It's about the core

Digital skills and other specialized capabilities can make or break a business. Meeting the demand for talent at the right time, right rate, right quality, and in the right place is essential.

The external workforce is critical to keeping the lights on

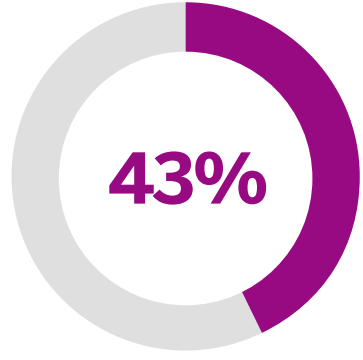
46%

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

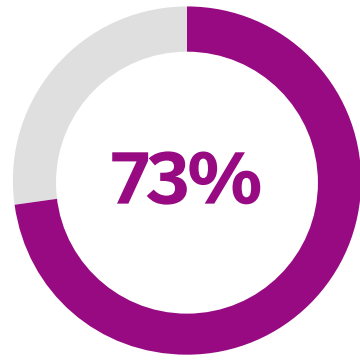
65%

say their external workforce is critical to operating at full capacity and meeting market demands

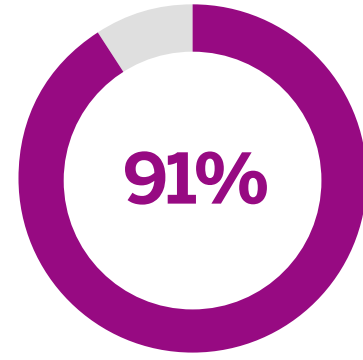
Many companies do not have the skills they need to stay competitive



say an external workforce mitigates skills shortfalls



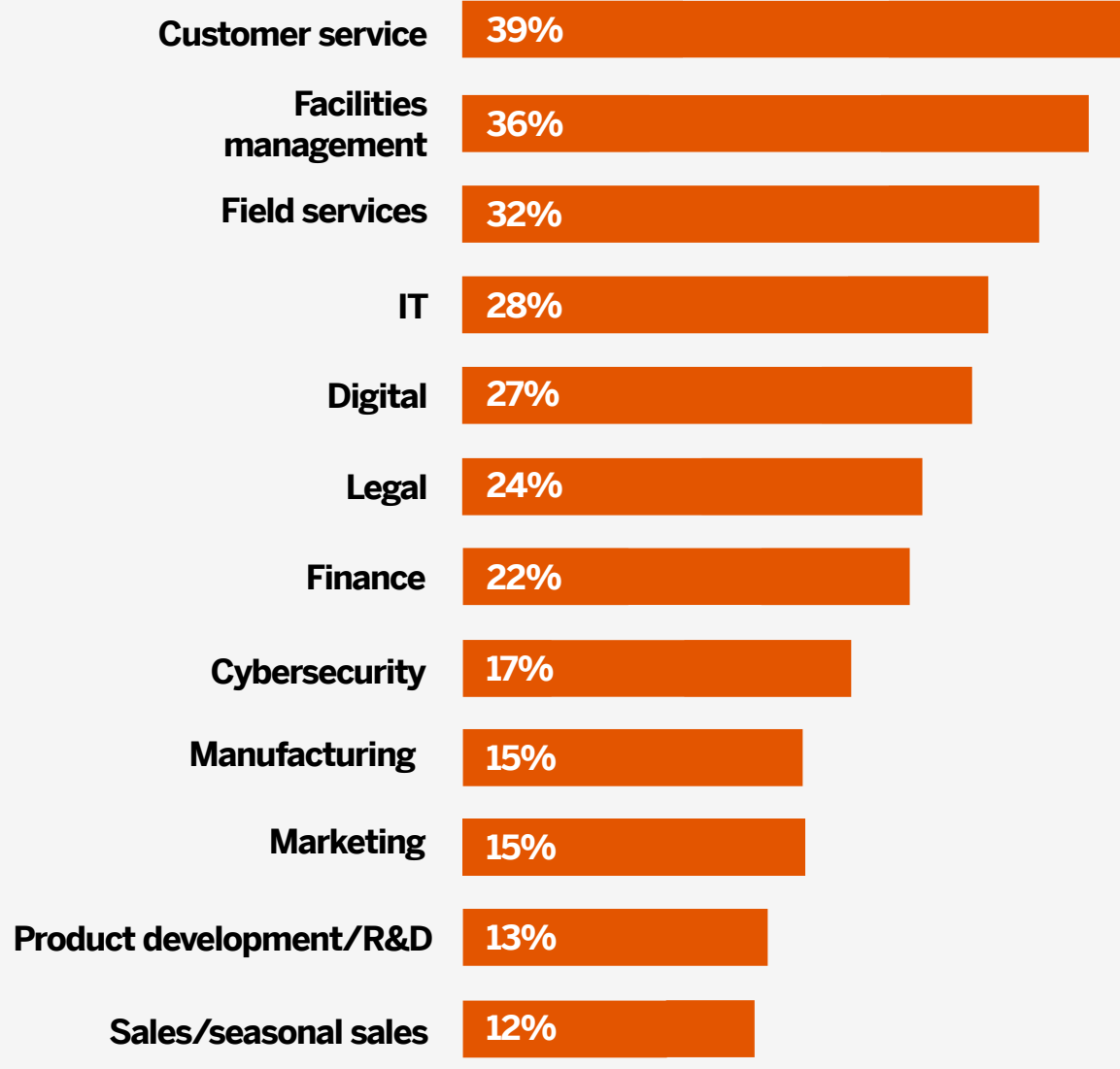
say external workers offering skills in scarce supply are critical to meeting their business goals



expect these skilled workers to be critical in the next three years

The external workforce adds value across all aspects of the business

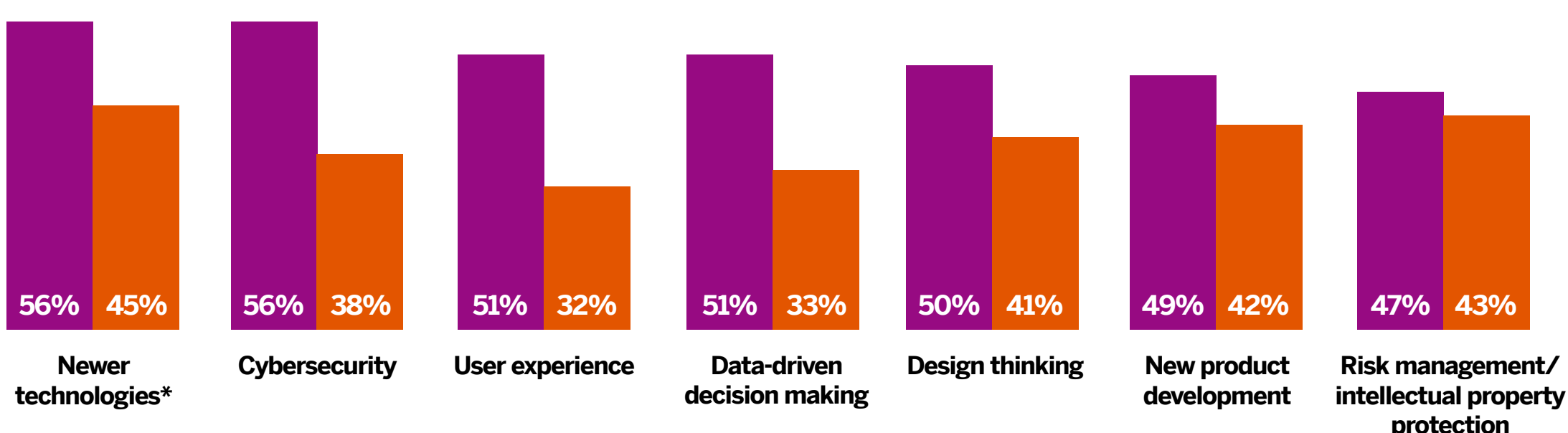
Which business functions rely most heavily on an external workforce? Top three ranked responses



A looming skills shortfall will make the external workforce even more critical

To what extent does your organization have the skills it needs in the following areas today? In three years? "Not quite enough" responses

Today In three years

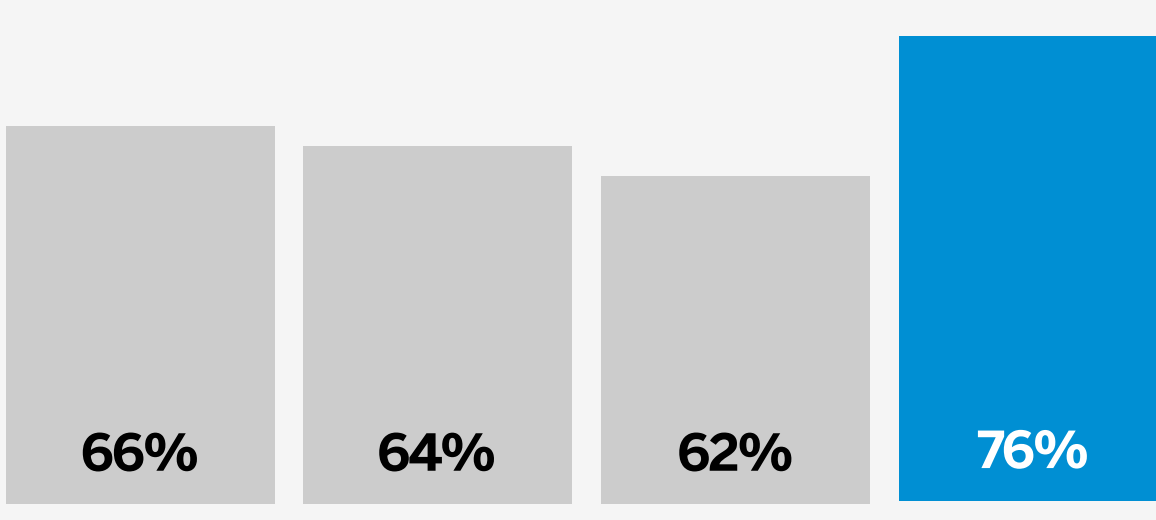


* Artificial Intelligence, machine learning, blockchain, automation, cloud and Internet of Things

Pacesetters use the external workforce to stay in business

Pacesetters—survey respondents who demonstrate superior performance in managing and realizing value from the external workforce—view the external workforce as essential.

How important is the external workforce in operating at full capacity/meeting market demands? "Important" and "Extremely important" responses



Take action

Capture the full value of the workforce transformation by managing your external workforce more effectively:

- ✓ Apply workforce strategies to all labor sources, both external and traditional.
- ✓ Anticipate the skills you will need in the future—and those in short supply. Determine a strategy to acquire, retrain, or source these skills through the multi-channel external workforce.
- ✓ Know the true value of your external workforce, whether they are most critical to getting a product to market faster, providing difficult-to-access skills, driving digital transformation efforts, or controlling costs. Embrace the external workforce for the skills and ideas that this talent brings and make them a part of the organizational objectives and purpose.

Explore the other forces impacting the way work gets done today.

Visit externalworkforce.fieldglass.com to view the rest of the story and access our full report.