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.

Learn from the Pacesetters: The Journey to Better Business Outcomes

To what extent do you agree with the following statements about your organization’s use of an external workforce?

- Our external workforce is a key lever in enabling our business performance: 88% Pacesetters, 59% Non-Pacesetters
- Our external workforce enables us to improve our company’s overall financial performance: 79% Pacesetters, 52% Non-Pacesetters
- Our external workforce helps us compete in a digital world: 88% Pacesetters, 59% Non-Pacesetters

Pacesetters gain benefits from more effective management, yet still have room to grow

Pacesetters distinguish themselves in three important ways:

Visibility
- Pacesetters are in the know
- Non-Pacesetters are in the dark

Effective Management
- Pacesetters have a strategic approach
- Non-Pacesetters rely on ad hoc strategies

Business Impact
- Pacesetters realize value beyond cost control
- Non-Pacesetters focus only on cost reduction

Business Impact

- Pacesetters realize value beyond cost control
- Non-Pacesetters focus only on cost reduction

Take action

With nearly half of respondents’ workforce spend outside of traditional payroll, that’s nothing short of a transformation in how work gets done. Capture more value by managing your external workforce more effectively:

- Ensure leadership has visibility into the scope, activities, and quality of your external workforce, the challenges at hand and the benefits that could be realized.
- Know the true value of your external workforce, whether they are critical to getting products to market faster, providing difficult-to-access skills, driving digital transformation, or controlling costs.
- 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.
- Apply workforce strategies to all labor sources, both external and traditional. Embrace the external workforce for their skills and ideas, and make them a part of organizational objectives and purpose.

Pacesetter executives are in the know themselves in three important ways:

Visibility
- Pacesetters have a clearer view of their external workforce
- Non-Pacesetters have a more uncertain picture

Effective Management
- Pacesetters make more informed decisions
- Non-Pacesetters rely on less data

Business Impact
- Pacesetters realize value beyond cost control
- Non-Pacesetters focus only on cost reduction

44% of respondents expect their external workforce to grow to the internal workforce

79% of Pacesetters say their external workforce is a key lever in enabling their business performance

Yet even the Pacesetters have much to do to fully capture the value—and mitigate the risks—of this dramatic transformation in the way work gets done.

Are you a Pacesetter?
Visit externalworkforce.fieldglass.com to get our full report.