The external workforce is a huge spend category that’s not on your radar. We collaborated with Oxford Economics to survey 2,050 executives in more than 20 countries and industries across two research studies – one on procurement digital transformation and the other specifically on the external workforce. Here’s what we found.

**Not on your radar**

The external workforce (contingent labor and services) is a massive spend category.

And only 14% of procurement executives say that talent is important to operating at full capacity/meeting market demands.

42% of workforce spend is on contingent labor and services providers.

**Realizing business goals**

The external workforce helps organizations realize business goals, such as:

- Managing costs: 73%
- Boosting agility: 64%
- Reducing risk: 64%

73% of procurement executives say that talent is important to operating at full capacity/meeting market demands.

62% say the external workforce provides extra capacity to help manage peaks in demand.

54% say the external workforce helps their business recover from downturns.

**Leaving value on the table**

These spend categories are under-managed, creating risk and wasting time and money.

- Not on your radar
- Realizing business goals
- Leaving value on the table

**Lacking technology**

Most organizations lack suitable technology to manage contingent workers and services providers.

- Only 1/3 of workforce spend is on contingent labor and services providers.
- Only 20% have technology to manage their systems and facilities access and automatically turn it off at the end of the project.

**Agility isn’t always on the payroll**

Gain full visibility of your external workforce to help you drive better business outcomes.

To find out where leaders outperform others and where they must improve, read our new research report.

**Where are you on the road to ready?**

Agility isn't always on the payroll!