



# Live with Cloud: Managing Today's External Workforce with SAP Fieldglass

Jim Brozny, Senior Director, Customer Operations (SAP Fieldglass)



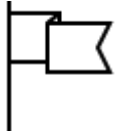
# Today's Agenda

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- SAP Fieldglass overview
- Trends and challenges
- Solution benefits
- Customer stories

# SAP Fieldglass Overview

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## Established Customer Base

400+ companies

\$34B+ in global spend

Largest data set for benchmarking



## Industry Leader

Leading vendor for services procurement and contingent management according to Forrester Wave



## Global

35% of deployments outside U.S.

Deployed in 110+ countries and 21 languages



## Culture of Partnership

16+ years experience

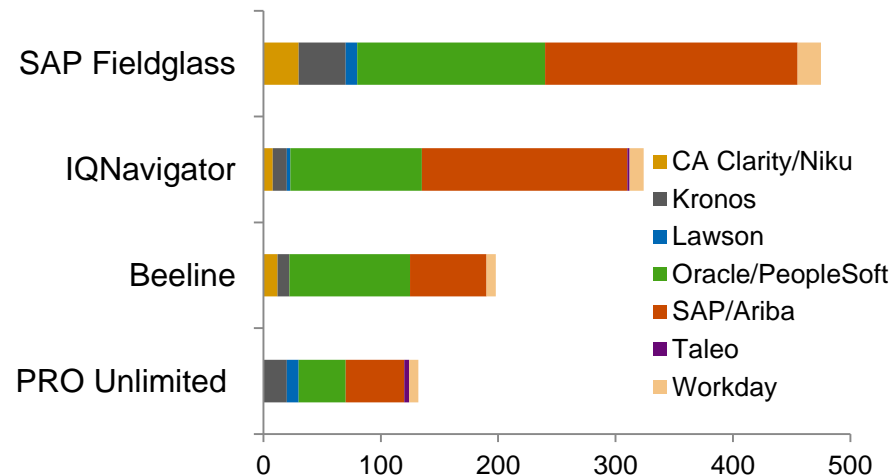
#1 in customer satisfaction for three consecutive years (SIA)

# Proven History of Product Innovation & Integration

## SIA Differentiators Report 2015

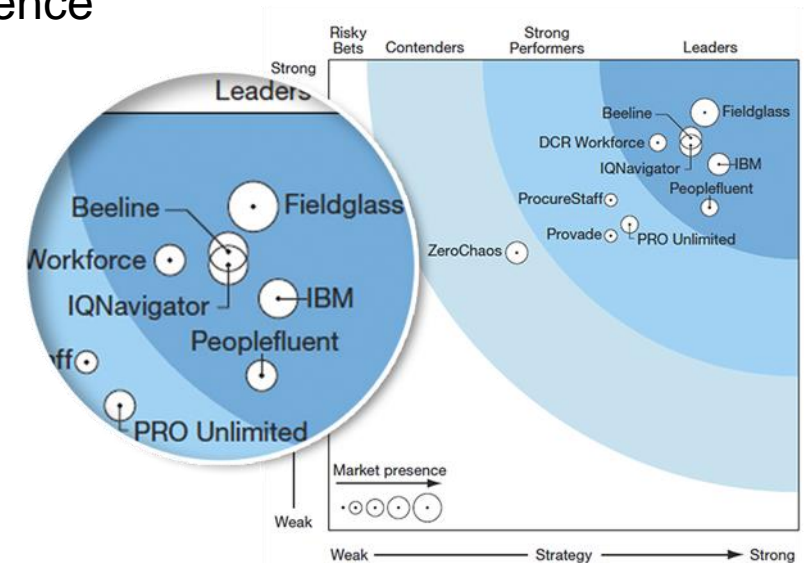
- #1 in overall capabilities
- Most total integrations, as well as those to both Oracle and SAP
- Highest-ranked capabilities in broad range of client program scenarios

VMS Implementations with Integration

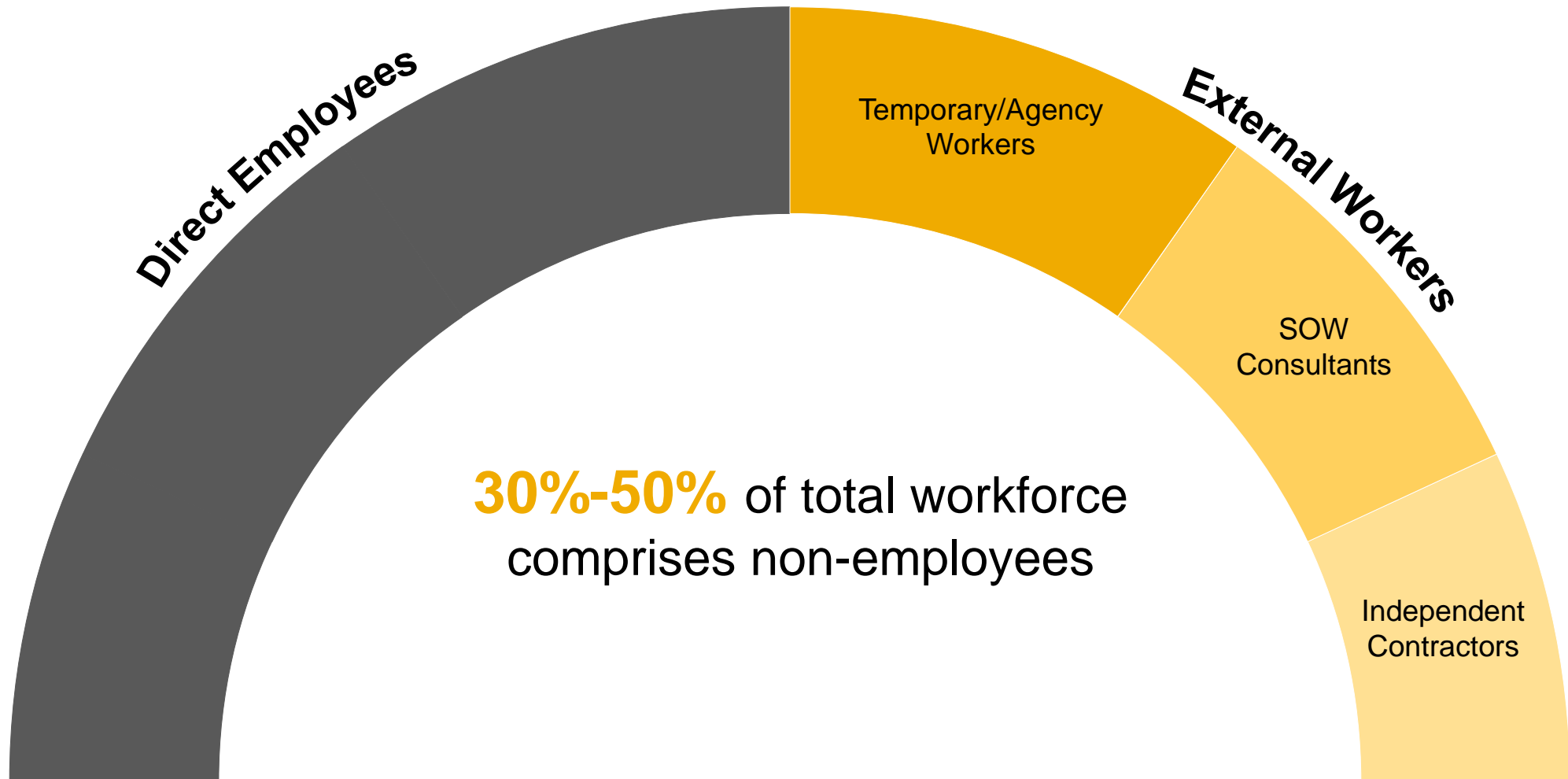


## Forrester Wave™ 2014

- Highest-rated services procurement (SOW) & contingent workforce management
- Highest global adoption/largest market presence
- Highest ROI



# Fundamental Shift in the Composition of the Workforce



# External Labor as a Strategic Initiative

## Economist Intelligence Unit

The Economist

### **Global Firms in 2020: The next decade of change for organisations and workers**

Take on more contingent workers. The proportion of contingent to permanent workers will shift in favour of the former.

## WALL STREET JOURNAL

### **Temporary Workers and the 21<sup>st</sup> Century Economy**

The surge in temp hiring is not a sign of a malfunctioning economy. It is the face of the future.

Forbes  
| .com

### **Your Workforce Isn't Who You Think They Are**

Redefine your workforce. Most companies depend on non-employees to do many things. And more companies – especially big ones – expect to increase their contingent workforce during the next decade.

## FINANCIAL TIMES

### **Dispelling a myth that all temps are in low-paid roles**

Last year saw the number of people in permanent jobs stay roughly static and the number of people in temporary work rise month on month.

# Fast Growing External Workforce

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**\$3.3T**

spent annually on  
non-payroll labor

**55%**

of contingent labor  
is unaccounted for

**41%**

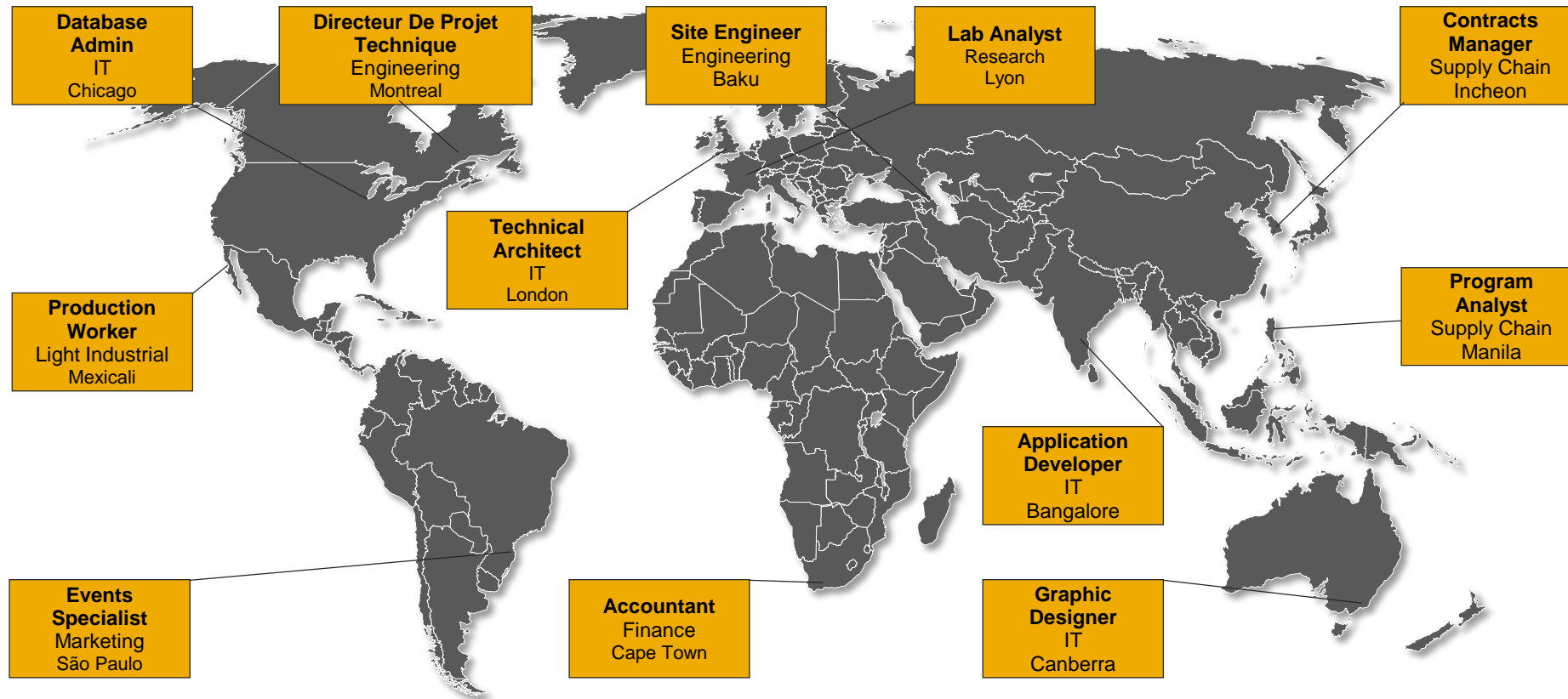
increase in contingent  
workforce spend in  
past five years

**67%**

more workers hired for  
temporary roles than the  
previous year



# Fundamental Shift in Composition of the Workforce





# Fast Growing Contingent Workforce Brings Challenges

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## Lack of Visibility

- Higher labor costs
- Increased regulatory & compliance risk
- Fragmented labor spend & performance controls

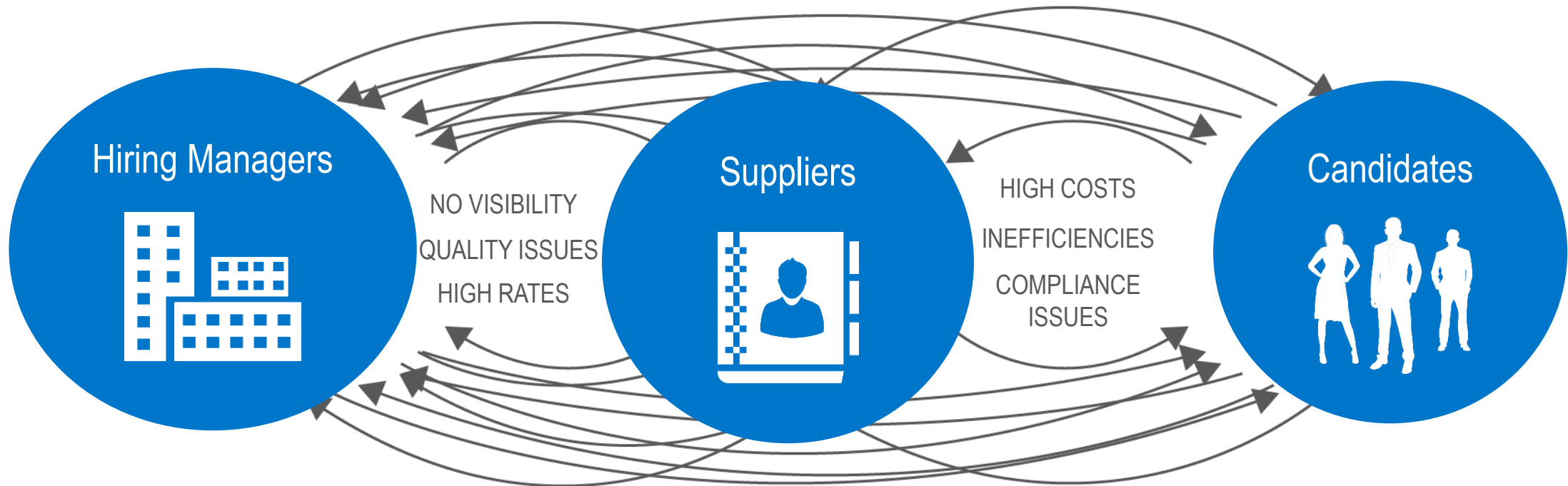
## Operational Inconsistencies

- Disparate systems
- No single access point to manage workforce

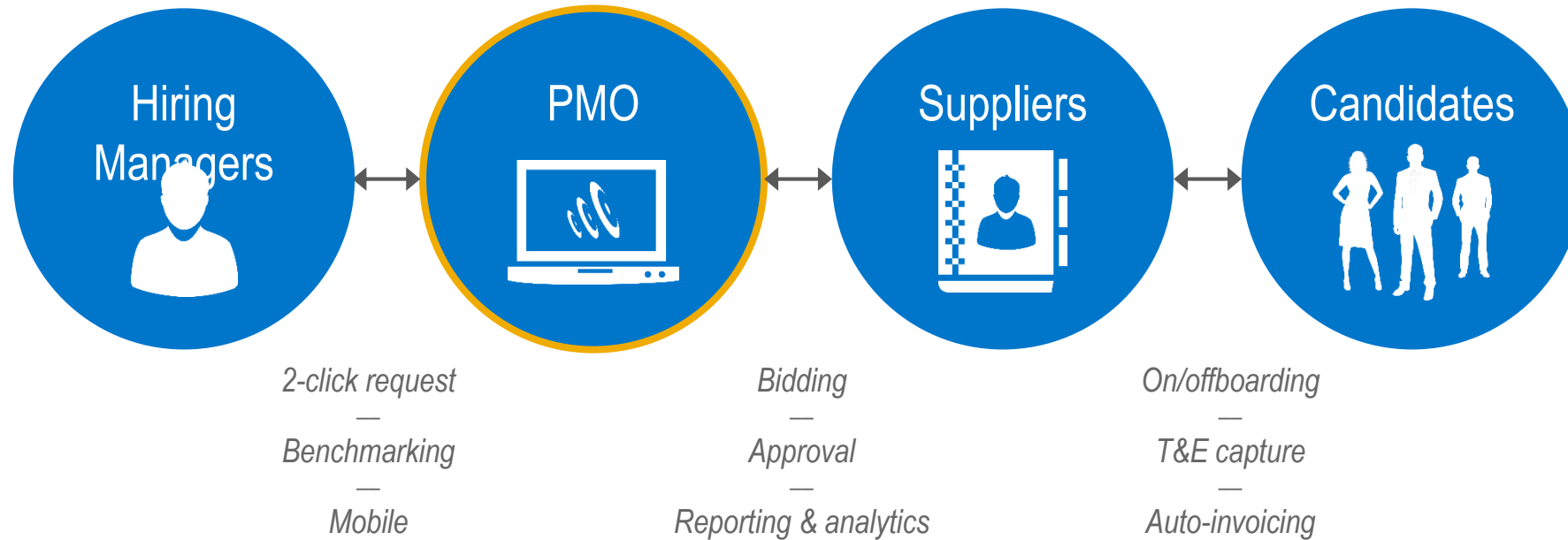
## Missing engagement & alignment

- Workers excluded from HR systems
- Misaligned with business goals & strategies

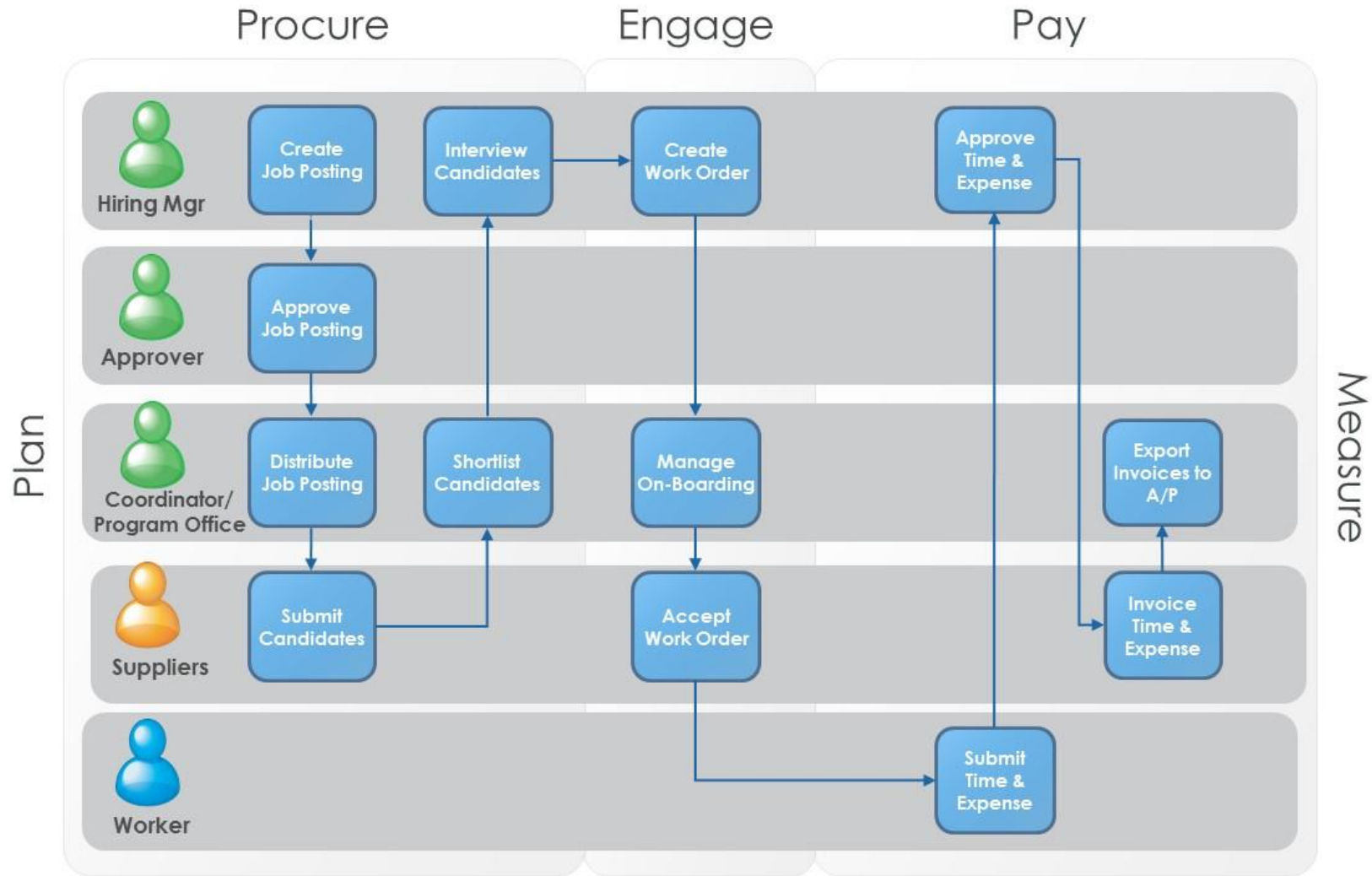
# What's the Problem?



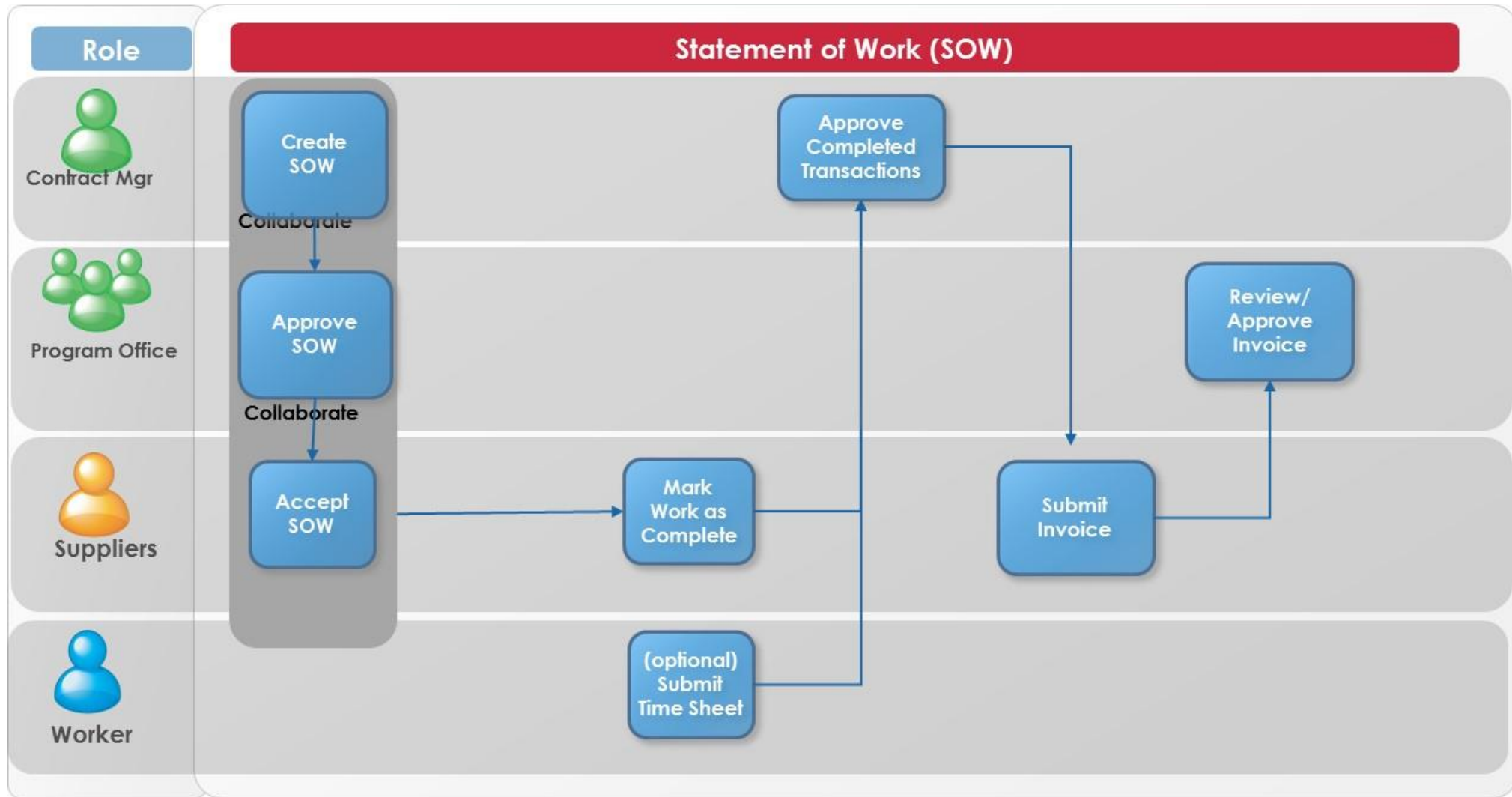
# How the Problem is Simplified and Solved



# Process Flow: Contingent



# Process Flow: Services Procurement



# Benefits to Customers

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COMPLIANCE



COST



VISIBILITY



EFFICIENCY



QUALITY

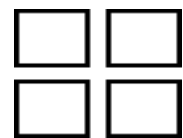


# SAP Fieldglass Differentiators

## Differentiators



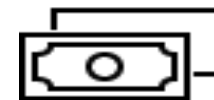
Supply Base  
Management



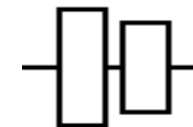
Talent Pools/  
Bench Mgmt.



Worker  
Profile Tracking

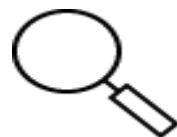


Global Pay Rules



Visualizer & PMM

## Traditional VMS Capabilities



Requisition



Candidate  
Selection



Work Order



Timesheets



Statement of  
Work



Invoicing



Reporting



# SAP Fieldglass Enables Total Talent & Total Spend Management

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Total Workforce Management

SAP SuccessFactors 

SAP Fieldglass 

SAP Ariba 

Total Spend Management

SAP ECC



# Savings Opportunities: Case Studies

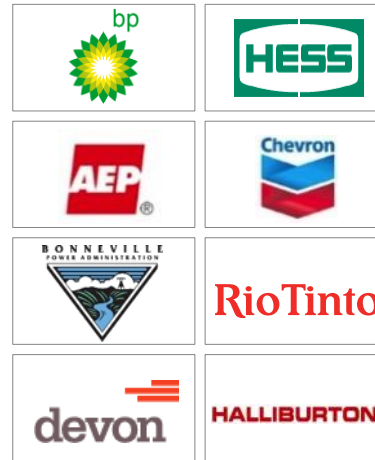


# Serving Customers Across Industry Verticals

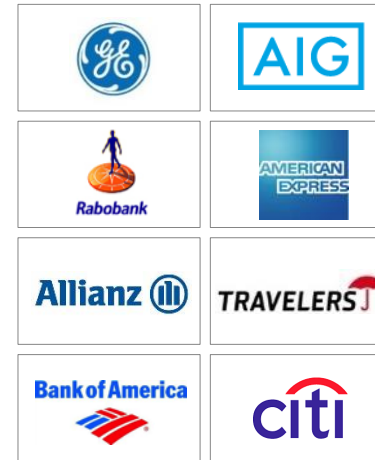
## Consumer & Retail



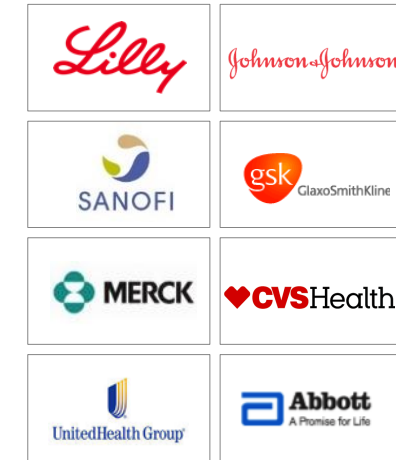
## Energy/Power/Resources



## Financial Services



## Healthcare/Pharma



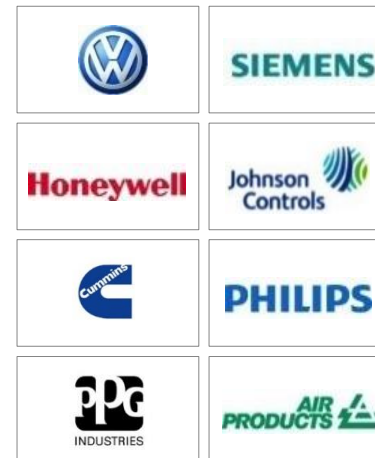
## Business Services



## Technology & Telecom



## Manufacturing



## Others



# CUSTOMER SUCCESSES

## **\$100M+**

in cost savings, attributable to  
visibility, competitive bidding &  
rate card creation

## **FULL COMPLIANCE**

with TARP process & the Fieldglass  
platform is fully certified as secure  
& compliant

## **SINGLE SOURCE OF ENTRY**

provided by integration with  
ecommerce transaction system

## **ASSESS TURNOVER & TRENDS**

in various markets by monitoring  
key metrics throughout workflows

## **CONTROLLED MANAGEMENT**

of the company's workers and a  
consolidated view of the entire  
population for upper management

## **I.T. OFFSHORE INITIATIVES**

gain visibility and governance  
improvements

## \$33M+

in cost savings, due to  
competitively bidding SOWs and  
identifying commoditized SOWs

## SOFT SAVINGS

achieved by tracking SOW  
revisions, enforcing approvals  
and limits, and avoidance  
savings

## SECURE TRANSFER

of Fieldglass data to Cisco's  
business intelligence tool for  
reporting

## REPORTING

Rate reporting for all  
managers to better manage  
costs

Reduced overall  
vendor population by  
**45%**

Reduced tier one  
vendor distribution by  
**50%**

Reduction in  
time-to-fill by  
**20%**

Decrease in cycle time for requisition  
approvals from 2+ weeks to  
**1.75 days**

# Savings Opportunity: Tenure Discounts

A customer in the healthcare services sector

## Method

- Implement program-wide tenure rules
- Determine length of time and amount of discount
- Communicate and negotiate with existing supplier base

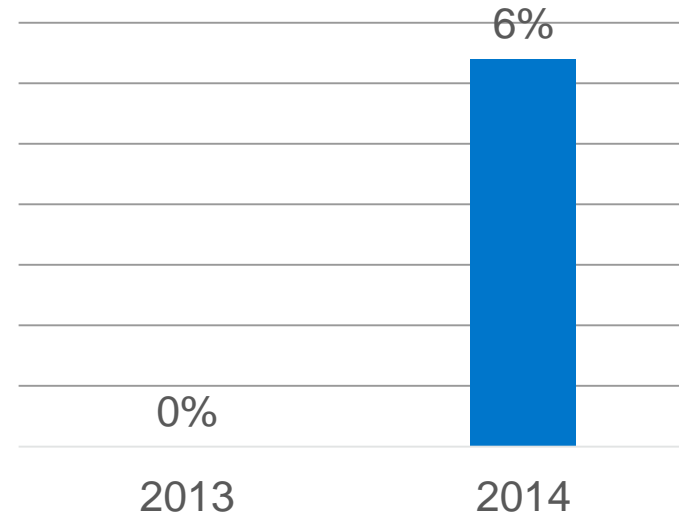
## Results

- Over 6% savings on new tenure initiative
- Automated process improved rate change efficiency

5% decrease after six months

10% decrease after 12 months

### Tenure Savings





# Savings Opportunity: Supplier Rationalization

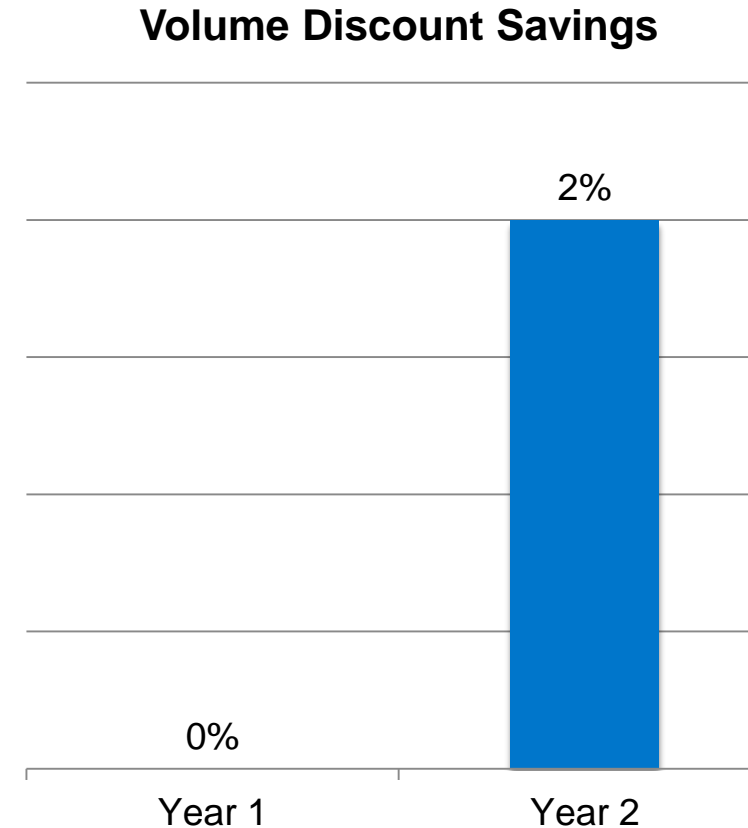
A customer in the healthcare services sector

## Method

- Analyze supplier data to determine best performers
- Work with best suppliers to consolidate spend
- Amend existing supplier contracts for volume discount

## Results

- ~2% savings through volume discounts
- More suppliers reached volume thresholds, triggering discounts



# Savings Opportunity: Rationalize Rate Card

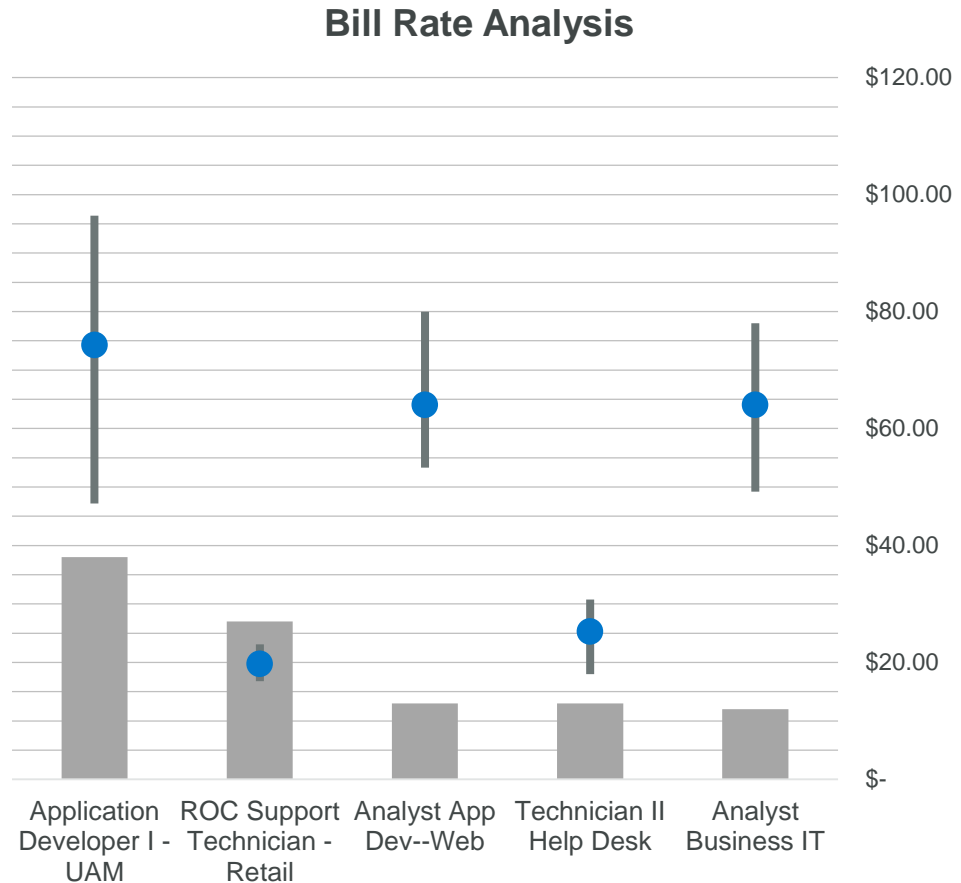
A customer in the energy resources sector

## Method

- Update Rate Card on an annual basis
- Rate Card accounts for regional/local variations and is optimized for cost of living guidelines
- Better rates for Tier A suppliers

## Results

- Right sized staffing pool
- 20% improvement in spend compliance
- 10-12% reduction in average rates for top tier suppliers





**Contact information:**

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**Thank you**