



Extended Workforce

Aumenta visibilità e controllo dei collaboratori esterni

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PUBLIC

Do you know...

**..how many external
contractors are
working in your
Company?**



Do you know...

**..what are they doing
and in which facilities
are they working?**



Why this is relevant for you?

Organizations are increasingly turning to the **external workforce** to get work done

Internal workforce

Employees

Workers who are on the company's payroll, typically receiving traditional employment benefits.

External workforce

Non-payroll workers

Also referred to as contingent labor, these individuals are engaged by an organization to do work on its behalf, but not as employees. They can be contracted via staffing agencies, through freelancer marketplaces, or directly by the company.

Examples: Independent contractors, freelancers and temporary labor.

Services providers – the invisible workforce

Companies contracted to get work done, typically on a project basis, via a Statement of Work (SOW). They provide services delivered by people.

Examples: Consultancies, IT outsourcers, marketing agencies, law firms, facilities management companies, call-center operators and accounting firms.

The external workforce is essential for organizations to thrive in the digital age.



of executives say the external workforce helps them compete in a digital world



say it is important or extremely important in meeting business needs for specialized new IT and digital skills

What's more, the external workforce accounts for 42% of total workforce spend.



“For us, the value of the external workforce has never been cost. It’s flexibility. **It’s strategic.”**

JP Stadelmann

Head of Purchasing for the External Workforce, Swisscom

Narrowing the lens to focus on **services providers...**

Services providers such as strategy firms, IT outsourcers and marketing agencies are a significant portion of external workforce spend.

They play **pivotal roles in getting work done** and operate at the **heart of the enterprise.**

The stakes are high as companies spend billions on these services.



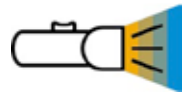
...but opportunities are being missed

Services providers are frequently under-managed.
They often operate as an **invisible workforce**.

Under-management prevents organizations from **reaping the full value** of their services providers and **creates risk**.



We identified four key actions to help organizations unlock more value from their services providers.



**Illuminate your
invisible workforce**



**Manage
with rigor**



**Rise above
the silos**



**See your collaboration
in a new light**

Not just “a Procurement thing”

Services providers are vitally important to an organization’s future success.

Yet, in most organizations, management is confined to Procurement, and the focus is on the financial aspects of the work.





However, Procurement doesn't have visibility into operational aspects such as who is doing the work, quality and milestones. Seldom is there a closed loop to feed this performance back to inform the master contract.

This is an opportunity for the business to contribute and add more strategic value.

Our Solution: SAP Fieldglass addresses the following questions with an holistic approach



Who
is working for you?



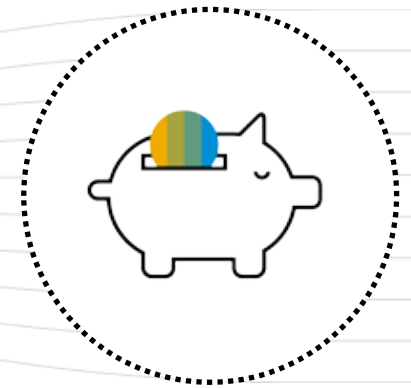
What
are they doing?



Where
are they located?

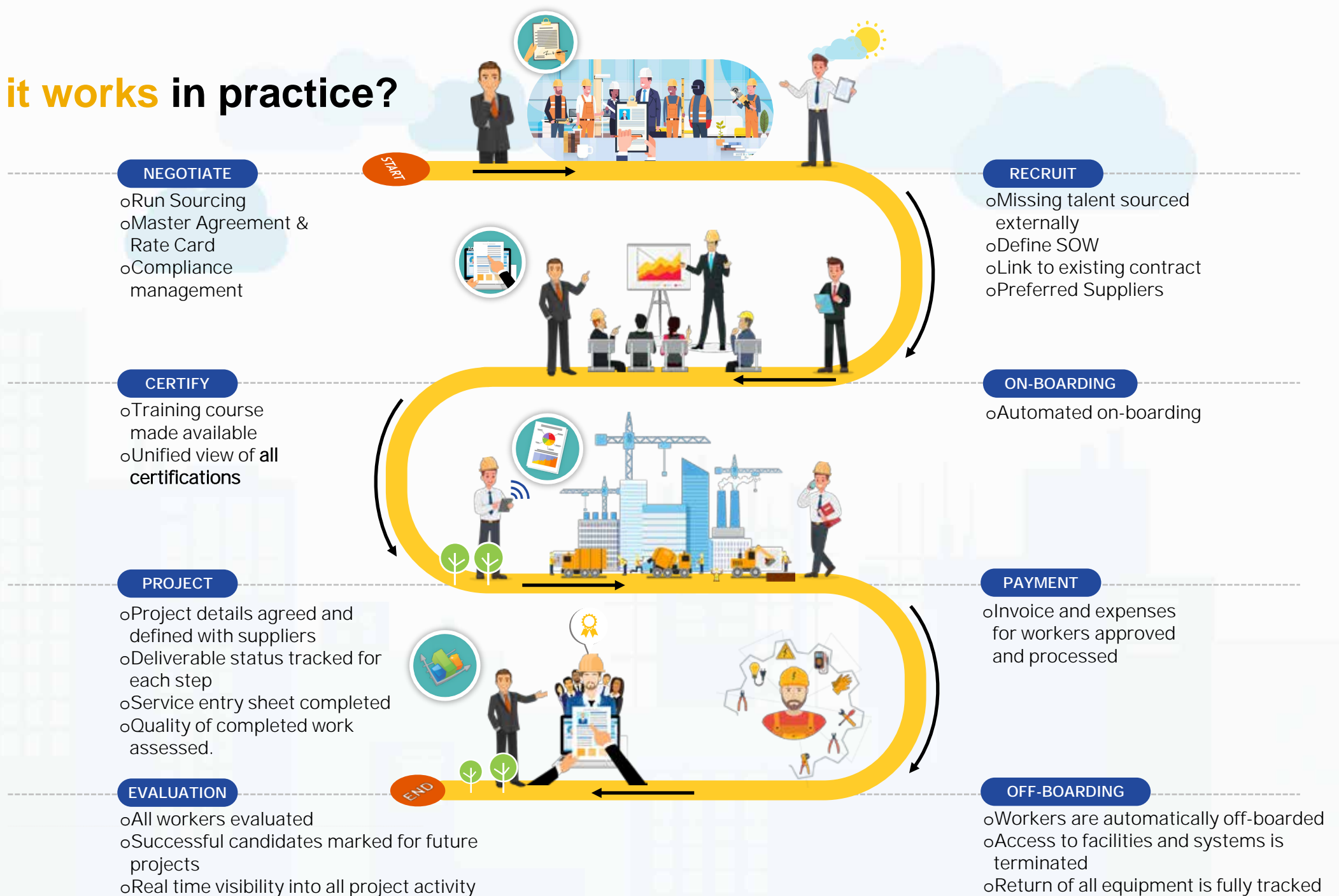


What
facilities are
they accessing?

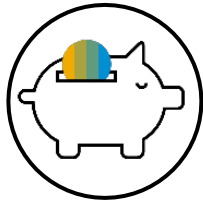


How
much are you
paying them?

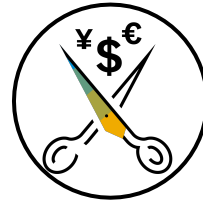
How it works in practice?



Value levers enabled by External Workforce Management optimization



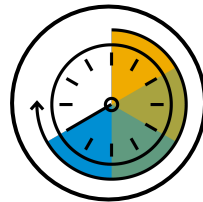
Reduce project costs through better management of budget, resources, and timeline



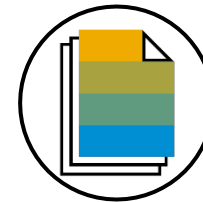
Improve **Tactical Sourcing**



Increase External Workforce & Service delivery **compliance**



Lower effort on Service Entry Sheets creation and Approval



Purchase order requisitioning and transmission **efficiency**

Some customers using SAP Fieldglass for their external workforce

Consumer & Retail



Energy, Power & Resources



Financial Services



Healthcare & Pharmaceutical



Business Services



Technology & Telecom



Manufacturing



Other Industries



About our research

SAP Fieldglass collaborated with Oxford Economics to conduct an in-depth telephone survey with 1,050 senior executives about their use and management of the external workforce, with a focus on services providers. Respondents were from mid-sized to large companies in 24 industries across 21 countries in five regions. Oxford Economics also conducted qualitative interviews with multiple executives in the field, to take a deep dive into services procurement and to hear reactions to the survey findings.

Get our full report at:

<https://www.fieldglass.com/services-procurement-insights-2019>

Find out if you are a Pacesetter.

Thank you.

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