

# SAP® Fieldglass®

## Services Procurement

### Benefits

SAP Fieldglass Services Procurement enables you to:

- Understand value, not just cost
- Reduce risk by eliminating exposure to security breaches and noncompliance
- Enhance productivity and streamline processes by tailoring templates and fields
- Increase ROI with visibility into the quality, cost, and speed of services
- Base procurement decisions on accurate, detailed performance data

### From Our Customers

“Our aim was to gain a clear view of total spend across procurement and external talent, and to boost visibility and efficiency. SAP Fieldglass enables us to drill down into each department’s external workforce...Swisscom managers can use these insights to inform their decision making.”

**Beat Zurbuchen, Project Manager  
Supply Chain, Swisscom**

### CAPTURE THE TRUE VALUE OF SERVICES SPEND

With today’s imperative to have a flexible, cost-effective workforce that can quickly scale up or down to meet market demands – and a whopping 42% of workforce spend already going to external workers\* – skillful management of services procurement is increasingly critical for business resilience.

You may already have a highly efficient procurement solution in place. But if it doesn’t help you actively manage and assess the people-related aspects of the services you buy, you could be failing to get your money’s worth...and exposing your business to risks that can damage your brand and your bottom line.

The SAP Fieldglass Services Procurement solution provides the visibility and control you need to optimize every area of this large and growing area of spend, helping you go far beyond just controlling costs. By making it simple to track and manage key metrics – the who, what, when, where, why, and how of suppliers you engage – SAP Fieldglass Services Procurement lets you make informed decisions about services purchasing that align with your organization’s priorities.

### MAXIMIZE REWARDS, MINIMIZE RISK

#### Gain certainty as well as savings

High services ROI depends on total transparency, and that’s what SAP Fieldglass Services Procurement delivers. By providing a collaborative digital workspace where you can view and manage diverse KPIs and workstreams in one place, the solution gives you insight and control across a wide range of parameters, including:

- **Who** is working for you on which projects
- **What** you’re paying them and whether rates are competitive
- **When** they started and when they’ll finish
- **Where** they’re located and which permissions they have
- **Why** they were chosen over other providers
- **How** well they perform and how work is progressing

End-to-end intelligence helps you reach the right balance of service quality, cost, and speed so you can attain the best possible outcomes. Closed-loop processing enables you to operationalize master contracts and statements of work, ensuring that deliverables comply with agreed-on terms, projects meet milestones and deadlines, service quality stays high, and expenses align with budgets.

#### Protect against hidden threats

With more than 40% of companies experiencing digital and physical security breaches by services providers – and problems with noncompliance, unauthorized spend, and incorrect charges almost as common\* – the need to better control these engagements has never been greater.

SAP Fieldglass Services Procurement enables you to quickly establish, monitor, and maintain a clear chain of custody for every worker. That means at any given time, you know exactly who can enter your facilities, view your data, operate your equipment, connect with your customers, or conduct other sensitive activities. Just as important, you’re alerted to terminate that access the moment work is complete.

\*Services Procurement Insights 2019: The Big Reveal, SAP Fieldglass and Oxford Economics, 2019.

## About SAP® Fieldglass® Solutions

SAP Fieldglass, a longstanding leader in external workforce management and services procurement, is used by organizations around the world to find, engage, and manage all types of flexible resources. Our cloud-based, open platform has been deployed in more than 180 countries and helps companies transform how work gets done, increase operational agility, and accelerate business outcomes in the digital economy. Backed by the resources of SAP, our customers benefit from a roadmap driven by continuous investment in innovation. To learn more, visit [www.fieldglass.com](http://www.fieldglass.com).

The solution also makes it easy to enforce internal policies, comply with local tax and labor regulations, and meet government mandates. Centralized tracking, tools, and oversight automate your ability to:

- Conduct supplier bidding and selection in accordance with company guidelines
- Ensure workers have the right classifications, certifications, and training
- Eliminate overcharges, duplicate payments, and fee errors
- Understand and fulfill contractual, financial, and legal requirements across all lines of business

## RAMP UP PRODUCTIVITY AND RESULTS

Built-in flexibility lets you rapidly customize SAP Fieldglass Services Procurement based on your specific needs, so you can efficiently complete projects ranging from simple to complex. An intuitive UI with detailed reports and dashboards encourages usage. Streamlined processes make it possible for teams to accomplish more with less work.



### Increase efficiency

- Tailor setups to meet your organization's needs
- Eliminate manual workarounds with self-service tools and functionality
- Connect in 21 languages across 180 countries with 150,000+ suppliers



### Reduce complexity

- Boost engagement with an intuitive UI for each service
- Remove user guesswork with AI-enabled chatbot and decision wizard

## GET STARTED TODAY

To learn more about how SAP Fieldglass Services Procurement can benefit your business, visit our [web page](#) or contact your customer engagement executive.

[www.fieldglass.com](http://www.fieldglass.com)

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