Agility isn't always on the payroll

There's a huge spend category that's not on your radar. 42% of workforce spend is on the external workforce (contingent workers and services providers). 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.

A unique spend category

The external workforce generates real business value. It helps companies recover from downturns and manage fluctuating demand.

*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
*61% say the external workforce is essential to getting work done
*64% say the external workforce is important in boosting organizational agility*

The external workforce is key in helping companies boost resiliency.

*Services Procurement Insights 2019: The Big Reveal* by SAP Fieldglass in collaboration with Oxford Economics

Where are you on the road to agility?

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