

Optimize Management of External Workers to Increase Productivity while Reducing Risk

Companies spend more on external workforce services than any other category except employee compensation. Consultants, contractors, temps, and even “gig economy” workers provide timely manpower and expertise to help companies grow and remain agile. But companies may lack visibility into who these workers are, what they’re doing, and what resources they access. Processes and systems for managing these workers are typically fragmented and labor-intensive. HR, Procurement, and Compliance professionals struggle to optimize their spending on external workers while ensuring compliance to reduce risk.

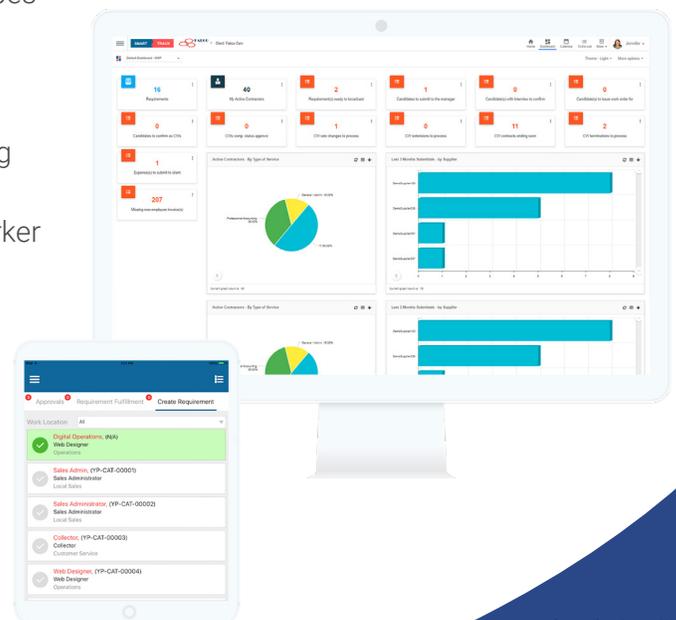
Managing External Workers with the Business Spend Management (BSM) Leader

One of the biggest challenges companies typically face in workforce management is internal awareness of the company’s processes. When managers aren’t aware of what they’re supposed to do, they may simply skirt the process and work with unapproved suppliers. Coupa solves the awareness problem by integrating external labor into a truly end-to-end Procure-to-Pay process that managers use to request all types of goods and services.

When the entire company knows where to go, new engagements are channeled to existing suppliers on existing contracts. The company’s processes and controls are respected from the initial spend and budget approval to worker screening and on-boarding, time-card approvals, budget tracking, invoice payments, and off-boarding. The company gets more savings and reduces risk.

Key Benefits of Coupa External Workforce Management

- Reduce risk by driving visibility and compliance with company and regulatory requirements
- Maximize sourced/procured savings on external worker services
- Trim workforce costs by intelligently matching talent with business needs
- Accelerate worker placement times and streamline processes to drive productivity across the company



Enhancing Productivity with Integrated Processes

Beyond addressing visibility and compliance challenges, fully integrating external workforce processes into P2P accelerates productivity across the company. Productivity suffers when a manager doesn't have the right talent. And managers can get overwhelmed reading stacks of resumes, manually reviewing time cards, and approving invoices. By going digital, managers get intelligent tools to streamline the process from candidate selection to performance management, invoicing, and payments. In the back office, AP and supplier managers are freed up from manually reviewing invoices and processing payments. Productivity improves across the company, and returns on external worker spending increase.

Reduce Risk by Driving Compliance — break down silos by giving managers a single place to go for all types of requests. Coupa lets you configure controls for complying with both company and regulatory requirements. When the entire lifecycle is managed through the system, you can have confidence that each vendor and each worker has been screened and on-boarded. Records are automatically tracked to ensure that a terminated worker isn't re-hired (even if they move to a different agency) and to streamline audit prep.

Improve Visibility into ALL Spend — get a single place to see who each worker is, where they are, and what they're doing across the entire company. Talent Management and Procurement professionals can easily understand the company's total spend so they can negotiate better with vendors. Full visibility also lets companies exercise their Duty-of-Care responsibilities and respond in case of a crisis.

Increase Back-Office Efficiency — automate applicant screening and intelligently match candidates to business needs, freeing up Talent Acquisition, Procurement, and Accounting resources for more strategic work. No more manual spreadsheets for tracking time cards, deliverable completion, approval, and payments.

A large utilities company used **Coupa Workforce Management** to quickly vet candidates for licensing and training requirements. Automatically filtering out unsuitable candidates let them review 23% fewer resumes last year, saving time and increasing efficiency.

Improve Productivity — accelerate identifying and onboarding the right talent to drive company strategy forward while streamlining admin for managers. Coupa improves managers' productivity with easy-to-use mobile apps that let them do everything from reviewing resumes to approving time cards, extensions, and invoices on the go.

Deliver Negotiated Savings — avoid off-contract spending by making it easy for managers to funnel business to approved and pre-enabled suppliers. Coupa also automates matching across invoices, contracts, time cards, and deliverable completion to avoid overages.

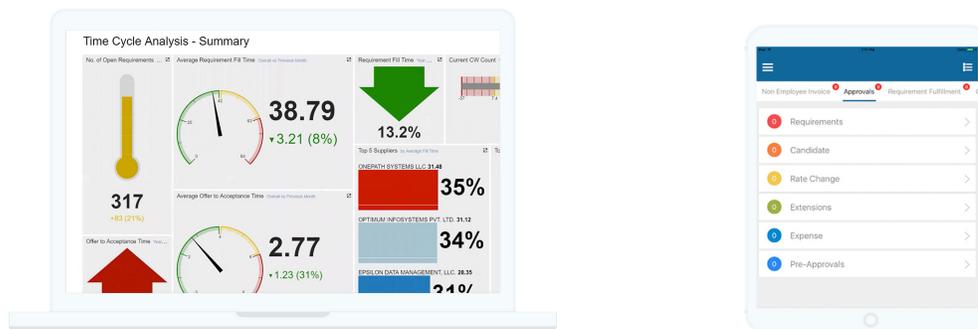
Manage Workforce Costs Effectively — intelligently match talent to needs in order to avoid excess costs for over-skilled workers. Worker time and resources are tracked automatically to avoid excess overtime, over-billing, and fragmenting spend with too many suppliers.

Improve Work Quality — let managers quickly review interim and final deliverables, and provide ratings to avoid execution issues and deliver maximum value from each dollar spent.

Managing Your Extended Workforce with the Leading BSM Suite

Built on the same highly secure cloud platform as Coupa, the BSM Leader, extended workforce management capabilities deliver a truly integrated experience for managing all types of non-employee workers.

- **Engage Managers to Avoid Off-Contract Spending** — the request process for workers goes directly into the familiar request process for goods and other services used across the company. Spend goes to the right providers and contracts to maximize savings and compliance. And there's no need for broad training.
- **Integrate Processes for Efficiency and Control** — beyond the ease of the initial request, using the same processes for budget tracking, approvals, and payment processing streamlines the back office while giving managers a better understanding of overall spend.
- **Get Insights with Community Intelligence** — participation in the BSM community offers insights drawn from across the community, such as benchmarks on KPIs including Requisition On-Time Fill Rate, Average Time to Fill, and Time Markup.



Working with Managed Services Providers

Many companies who engage significant temp or contingent labor resources work with Managed Services Partners (MSPs) to coordinate their programs. MSPs help company managers understand talent needs, run necessary screening processes, match talent with company needs, and then manage ongoing service delivery and eventual off-boarding, as well as compliance. These MSPs may in turn work with multiple staffing companies to provide the actual workers. The Coupa platform lets customers manage their contingent workforce programs more effectively, whether their programs are co-managed with an MSP or self-managed.

Key Capabilities

Services Maestro — extends Coupa Procure-to-Pay functionality with easy-to-use tools for managers across the company to engage with service providers in basic SOW agreements.

- SOW Services Requisition
- Basic Time and Deliverable Tracking Management
- Automatic Creation of Receipts for 3-Way Invoice Matching
- Service Delivery Ratings

Coupa Contingent Workforce — provides extensive functionality to source, procure, onboard, and manage contingent worker providers and resources including staff augmentation, SOW agreements, and MSP relationships.

- New Services and Resources Requisition
- Screening Applicants with Questionnaires
- Intelligently Matching Applicants to Talent Requirements
- New Worker On-Boarding
- Advanced Worker Time and Deliverable Tracking
- Worker Off-Boarding
- Advanced SOW Services Management
- Advanced Vendor and Contingent Workforce Program Performance Monitoring
- MSP Provider Support
- Visibility into all Services Spend with Business Intelligence

To Learn More about Coupa Contingent Workforce,
Go to coupa.com/products/contingent-workforce/