



# The 5 biggest risks of using spreadsheets to manage external talent and vendors.

A Total Workforce Management Guide for Utilities



# External workers and vendors are critical to your projects.

## Is a spreadsheet the best way to manage them?

The answer for most utility companies is the same: Spreadsheets are what you have, so spreadsheets are what you use.

This might be okay for simpler, shorter engagements, but for more complex projects—and the skills and certifications they require—spreadsheets can be problematic. In addition, they aren't well suited to track complex data over time at an enterprise level.

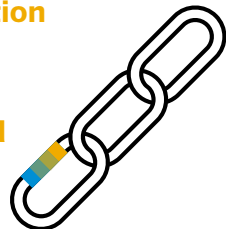
If you don't have the right systems in place to manage things effectively, your projects and company are exposed to significant risks.

# Risk #1:

## You don't get the talent you need.

Utilities turn to external workers because, frankly, they need the talent. Some projects require very specific skillsets—such as technological expertise or unique certification requirements—but you often can't get access to talent pools that deep through traditional bidding processes or staffing firms. To make matters worse, spreadsheets simply aren't effective at identifying which vendors or workers have been the most valuable or the least dependable.

**Put the right external workforce solution in place, however, and you can easily identify the skills you need, assess vendor talent against those skills, and get the results you're looking for.**





# Risk #2:

## You don't know who's working for you or accessing your data.

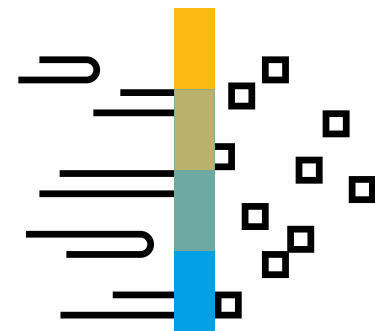
Engaging external talent isn't like buying supplies. Supplies can't access your network or sensitive customer data. Supplies can't walk out the door with company property under their arm. Supplies can't have a criminal record.

When you bring people into your building, you're giving them access to some of your most critical business systems and information. When you have them working on essential infrastructure, their training and certifications need to be up to par. Spreadsheets can't manage these types of details or that level of risk.

*Can your spreadsheet solution systematically and effectively screen or run background checks on the talent you're hiring?*

*Do these people need access to your systems and data—and if so, can you turn off that access when their work is through?*

*Does this external talent have the requisite knowledge and certifications? Will you be liable for damages if they don't do their work properly and there's an accident?*



**An external workforce solution can put these types of safeguards in place—every time, every person, every job—so you don't have to wonder what might happen.**



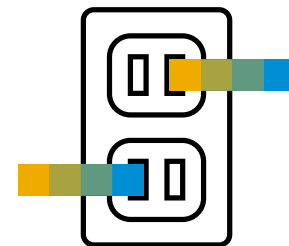
# Risk #3:

## You can't manage it all.

It can't be stressed enough: Your projects are tremendously complex. Not only are you dealing with the issues outlined in the previous pages, you're managing multiple milestones, various dependencies and a host of other demands. Your projects are also critical to the day-to-day running of the business and your plans for growth.

If you're managing external workers with simple spreadsheets, how confident are you that the work is getting done, that deadlines are being met, that progress is being made?

**This is about more than talent selection, purchase and payment. It's about making sure the work is done right. It's about knowing the progress of step 1, so you rest assured that step 2 (or 200) will be on track.**



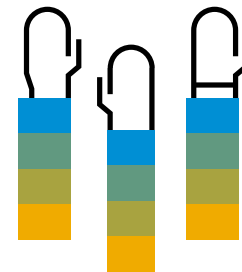


# Risk #4:

## You're overpaying.

It's difficult to stay on top of complex spending with a spreadsheet, since it contains static data that's not easily shared. So ask yourself:

- Are you sure you're getting the best rates?
- Is spending going through the right approval channels?
- Are change orders and scope changes being priced and approved appropriately?

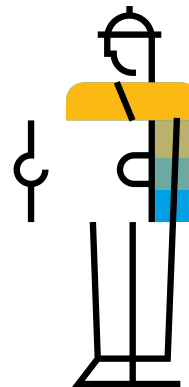


**With an external workforce solution, you can have a marketplace of external workers and vendors at your fingertips, giving you far-reaching visibility into pricing and quality of talent.**

# Risk #5:

## You won't be prepared for a natural disaster.

After a natural disaster, utilities are under enormous pressure to get power running and water flowing. External workers can help you ramp up quickly, but traditional methods of sourcing and management may not be sufficient for extreme conditions, especially considering the risks we've already outlined.



**With an external workforce solution in place, you can be confident in your ability to:**

- **Rapidly source talent, even for skillsets that are difficult to find**
- **Ensure compliance and certifications are maintained**
- **Manage projects efficiently and effectively**
- **Control costs**

# SAP Fieldglass for Utilities

You need an external workforce management solution designed around the unique internal complexities of the utilities industry. And SAP Fieldglass was designed for you.

**Industry Leadership** – SAP Fieldglass got to the forefront of the industry by putting customer service first.

**Global and Local Capabilities** – In-depth localization expertise means local laws, regulations and requirements will all be met—wherever you operate.

**Easy Integration** – A flexible, cloud-based platform works with third-party and major-enterprise solutions.

For more information, [visit our utilities resources page](#) or [contact us](#).



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Utilities Offer enUS (18/03)

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