



How Fieldglass is helping the City of Houston save time and money

LD Davis, SAP team Lead, City of Houston

David Tanner, SAP Business Analyst, City of Houston

Vijay Devireddy, SAP Consultant

Session ID #

About the Speakers



LD Davis

- IT Lead, City of Houston
- 16 years Public Sector

David Tanner

- SAP Analyst, City of Houston
- 20+ years IT



Vijay Devireddy

- Principal SAP Consultant – Phoenix Business Inc.
- 20+ years implementation/development of SAP business solutions



Agenda

Who is City of Houston

Natural Disaster and Emergency Preparedness

Opportunities for Improvement

Business Justification

Why Fieldglass

Key Objectives and Project Scope

Project Overview

The Solution!

Who Benefits

Lessons Learned

Hurricane Harvey and Fieldglass

What's Next!

Q & A

City of Houston

- **City of Houston:** 4th largest city in the USA
- **Population:** 6.6M in the metro area
- **Implemented SAP:** 2006
 - FICO/PS/AM/MM/AP/AR/PY/HCM/GM
 - Utilizing ESS/MSS
 - Implemented Fieldglass: 2016
- The City of Houston employs over 23,000 citizens
- Contingent workforce of over 1000 within over 12 supplies, operating from a 7.5 million dollar annual budget





A Tale of Two Cities

- Houston ranked 5th for ***top riskiest*** metropolitan areas to live in the U.S.A, when it comes to natural disasters
- Hurricane season is June through November
- Hurricane Harvey estimated cost \$125 billion (ranking 2nd in highest cost)



- Decommission standalone access database
- Integrate SAP Master Data and Financials
- Revamp vendor business processes
- Implement real-time analysis and metrics
- Onboarding/offboarding efficiencies
- Eliminate manual, paper-intensive processes
- Empower business process owners

Opportunities



Justification

- Legacy system was outdated and lacked SAP integration
- Actual spend and resource availability at time of event was unknown
- Account for allocated budget(estimated \$48 million)
- Limited data visibility and accessibility
- Inability to timely onboard resources
- Eliminate manual, paper-intensive processes





Why Fieldglass?

- Leading technology to procure and manage external contingent workforce and specialized talent pools
- Consumer-oriented Interface (high adoption rate for technical/non-technical users)
- Controls, alerts & escalations support compliance policies
- Scalable and easy
- Enterprise-wide visibility into what is being requested and fulfilled within COH
 - Workforce Headcount
 - Forecasting and Fulfillment
- Mobile Accessibility and Approvals (not desktop restrictive)
- Acquired by SAP in 2014





Key Project Objectives/Scope

Enhance

- Enhance Business Process Efficiency

Identify

- Identify Cost Saving Opportunities

Streamline

- Streamline Vendor Payment and reconciliation process

Strengthen

- Strengthen Vendor Management

Improve

- Improve Resource Allocation (onboarding/offboarding)

A large crowd of people is gathered at a festival, with a city skyline in the background. A large screen in the upper left corner displays the text "FREE PRESS SUMMER FESTIVAL". The scene is set during sunset or dusk, with the sky showing soft orange and blue tones. The crowd is diverse and appears to be enjoying the event. In the foreground, a semi-transparent white circle contains the text "Business Requirements" and a list of bullet points.

Business Requirements

- Leverage SAP (standard integrations)
- Utilize SSO/Single Sign-on
- Master Data Upload
- Implement Vendor portal for ease of access
- Integrate Critical Business Process Components
- Utilize Fieldglass Time/Expense sheets
- Integrate SAP AP & FICO (Cost Centers)
- Create systematic vendor partnerships

Major Design Considerations

- Deliver an End to End business process for Onboarding/Offboarding total contingent workforce
- Fully integrate with SAP
- Utilize FICO/AP Interface Designs to keep data near real-time
- Enhance time codes to tie directly to funding source
- Empower business units and vendors with system access
- Migrate risks in payments and vendor setup
- Implement data analytics reflecting spend and reconciliation



Design Solution – Fieldglass – SAP Integration

- 4 major interfaces created
- SAP FICO integration
- SAP AP integration
- Timesheet Data reconciliation





Project Challenges

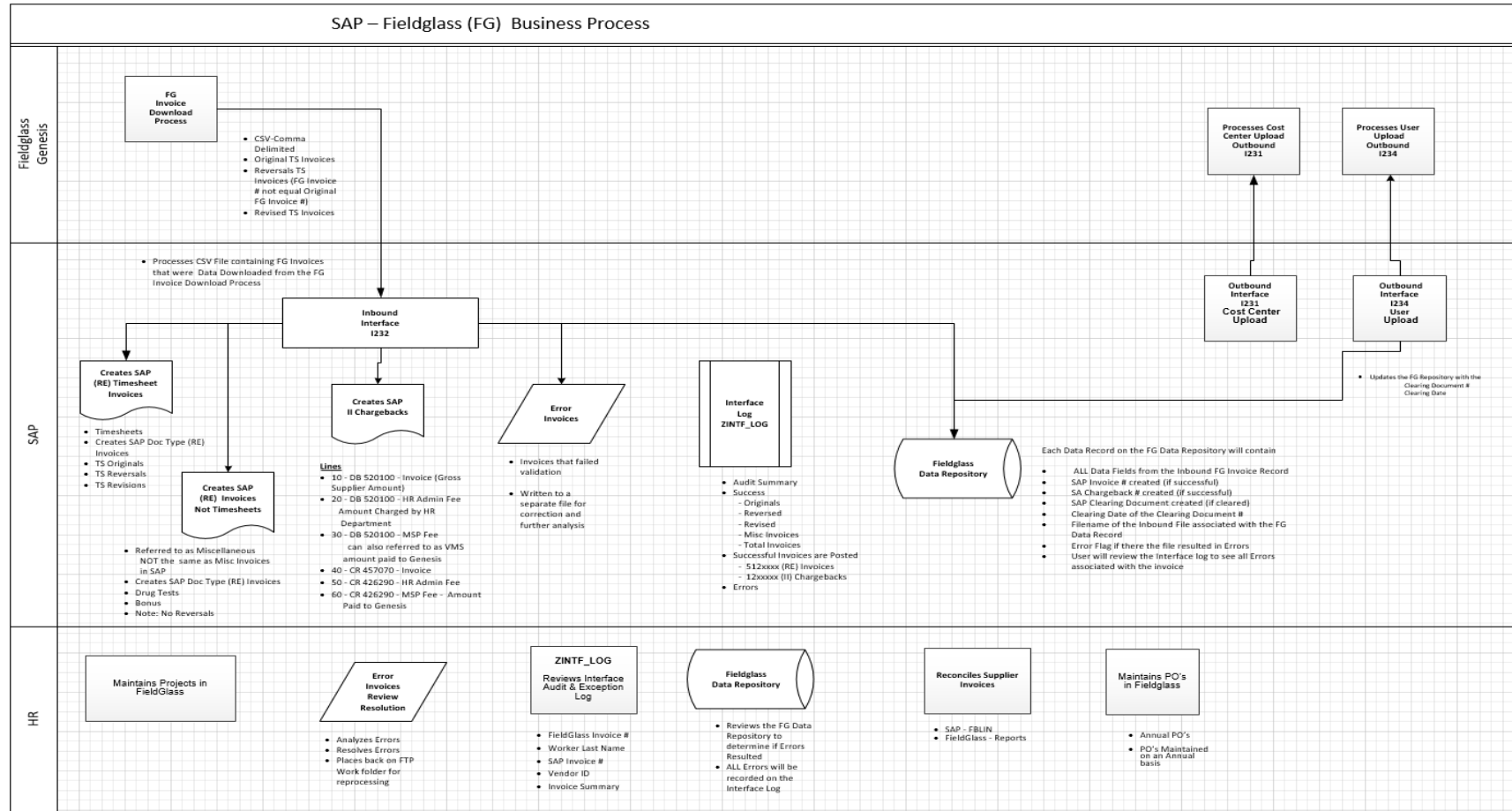
- Early major challenges
 - Fieldglass < = > SAP Reconciliation
 - Data not centralized
 - Fieldglass Timesheet History and Accounts Payables in SAP
 - Originals / Reversals / Revisions
 - Vendor (Supplier) Disbursements
 - Data Analytics Reporting
- Post Go-live challenges

Delivered Solution

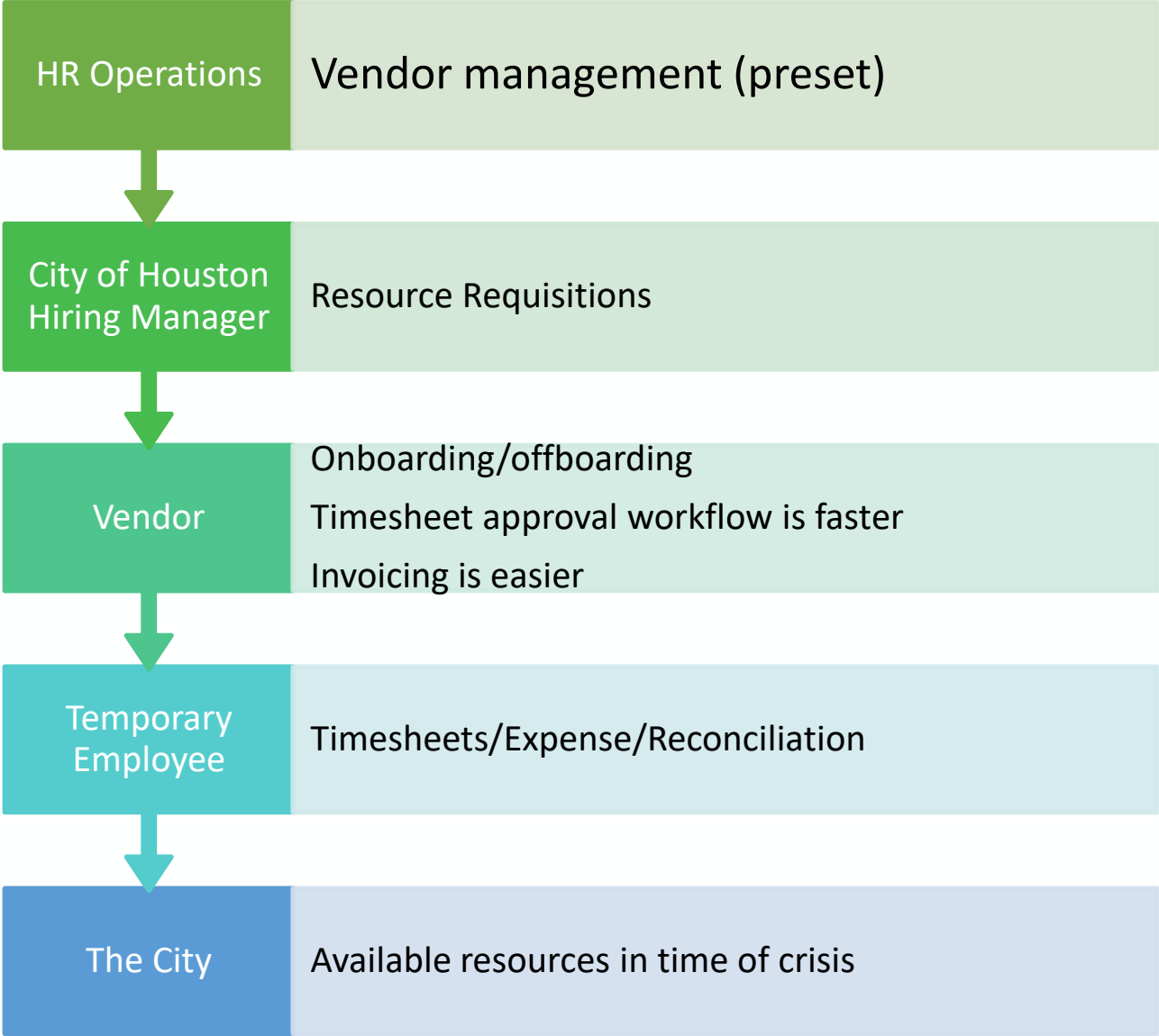
- Go-live considerations
- Modules implemented
- Vendor access and usability
- SAP data migration



SAP - Fieldglass Business Process



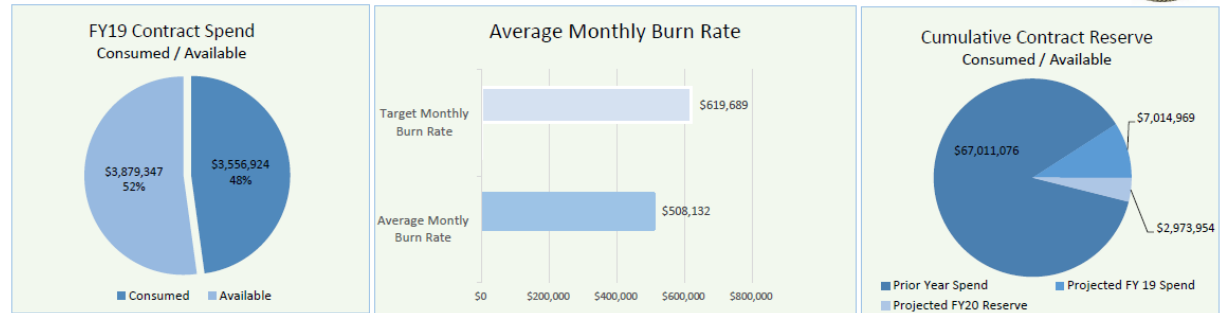
Who benefits



Benefits for Fiscal Year Analysis

- Transparent view of Data.
- Easy to track spend at-a-glance by enterprise-wide and drill down in to department.
- Quick to know if you are above or below target spend.

Contingent Workforce: Activity Dashboard - FY19 as of 02/01/2019



Department	Allocation	Spend to Date	Available	Average Monthly Burn Rate	Target Monthly Burn Rate	Avg. Mly. Burn	Status
Police	\$298,673	\$90,327	\$208,346	\$12,904	\$24,889	Below Target	●
Department of Neighborhoods	\$88,838	\$40,484	\$48,354	\$5,783	\$7,403	Below Target	●
Houston Emergency Center	\$12,000	\$5,543	\$6,457	\$792	\$1,000	Below Target	●
Public Works & Engineering	\$1,099,962	\$152,481	\$947,481	\$21,783	\$91,664	Below Target	●
Solid Waste Management	\$1,644,422	\$891,120	\$753,302	\$127,303	\$137,035	Below Target	●
General Services	\$10,000	\$0	\$10,000	\$0	\$833	Below Target	●
Houston Airport System	\$271,039	\$172,912	\$98,127	\$24,702	\$22,587	Above Target	●
Housing & Community Devlpmt.	\$13,976	\$13,844	\$132	\$1,978	\$1,165	Above Target	●
Parks & Recreation	\$325,623	\$133,382	\$192,241	\$19,055	\$27,135	Below Target	●
Health & Human Services	\$2,548,298	\$1,623,116	\$925,182	\$231,874	\$212,358	Above Target	●
Mayor's Office	\$27,019	\$16,744	\$10,275	\$2,392	\$2,252	Above Target	●
Mayor's Office	\$237,000	\$98,500	\$138,500	\$14,071	\$19,750	Below Target	●
Finance	\$126,161	\$24,418	\$101,743	\$3,488	\$10,513	Below Target	●
Admin. & Regulatory Affairs	\$233,040	\$171,188	\$61,852	\$24,455	\$19,420	Above Target	●
Fleet Management	\$369,031	\$90,827	\$278,204	\$12,975	\$30,753	Below Target	●
Planning & Development	\$48,044	\$0	\$48,044	\$0	\$4,004	Below Target	●
Human Resources	\$44,459	\$9,172	\$35,287	\$1,310	\$3,705	Below Target	●
Information Technology	\$32,186	\$22,867	\$9,319	\$3,267	\$2,682	Above Target	●
Library	\$6,500	\$0	\$6,500	\$0	\$542	Below Target	●
Grand Total	\$7,436,271	\$3,556,924	\$3,879,347	\$508,132	\$619,689	Below Target	●

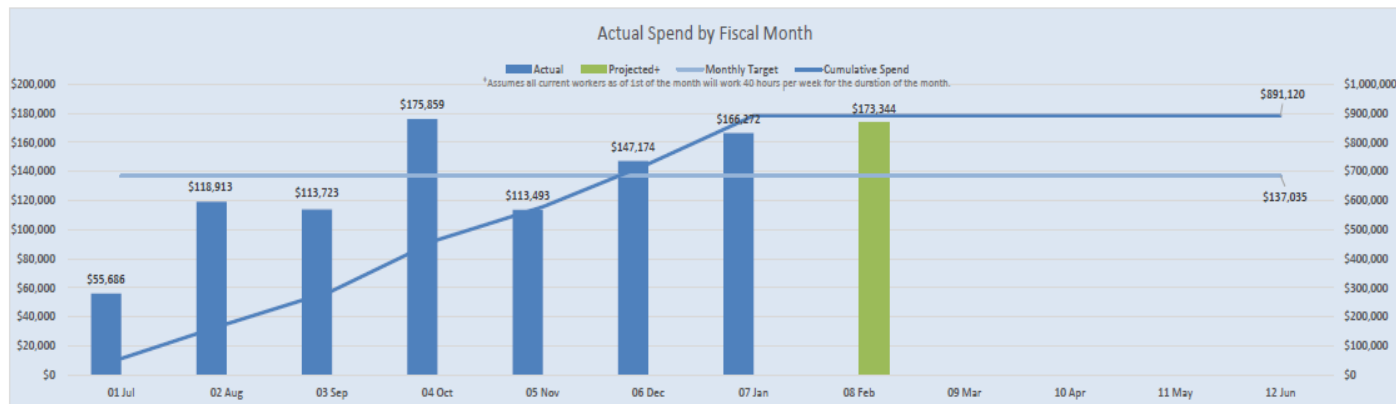
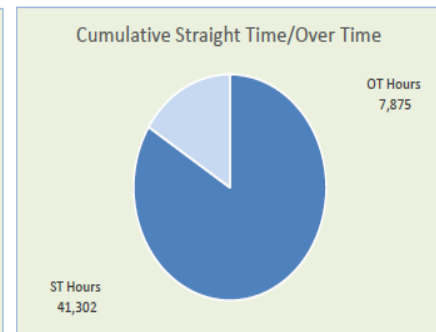
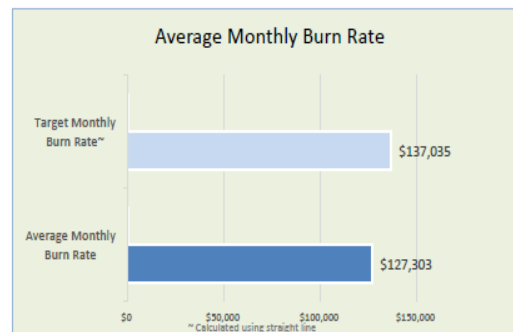
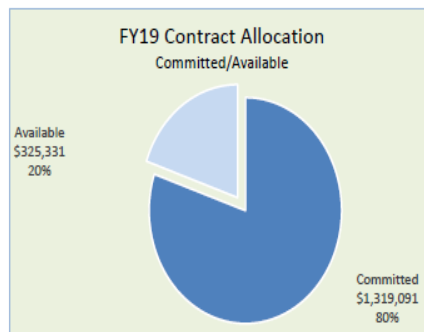


Benefits for Department Tracking

- Data visualizations!
- Real-time view of burn rate.
- Quick view 'snap shot' of per hours vs overtime spend.

Current Report Date: 02/01/2019 12:03 AM US/Central		Contingent Worker Count: 71					
Department Code: 2100							
Project ID	Department/Fund	Maximum Budget*	Committed Spend**	Difference Between Max. Budget and Committed Spend***	Other Pending Spend	Project Spend to Date	Pending/Project Spend
COHPJ00000146	Department 2100 - FY19	\$1,644,422	\$1,319,091	\$325,331	\$517	\$891,120	\$891,637
Grand Total		\$1,644,422	\$1,319,091	\$325,331	\$517	\$891,120	\$891,637

*FY19 Contract Allocation **Reserved for ongoing temporary assignments ***Available for future/renewal temporary assignments



2017 WORLD SERIES CHAMPIONS HOUSTON

Benefits following Implementation

- Reconciliation
 - COH reduced the time spent reconciling information by 75% utilizing SAP Fieldglass.
- Contingent Workforce Admin Support
 - Reduced from 5 FTE to 1 FTE
- Dashboard Reporting
 - Holistic view of the City's workforce
 - Clear Targets and Spend
 - Forecast Opportunities to optimize future states
- Allocated budget
 - Due to spend transparency, savings were realized
 - 50% budget reduction from FY 16 to present

Lessons Learned

- Better Planning
- Workstream Requirements – SME Focus
- Business process configurations
- Test Planning
 - Data Identification
 - Preparation





- **Quickly** / immediately **onboard** resources to address critical needs.
 - Onboarding time decreased for 3 weeks to 3 days
- Report actual **spend throughout** disaster recovery process.
 - Community Development Block Grant and FEMA funding were directly allocated through Fieldglass
- More **accurate metrics** for grant reimbursement as part of disaster recovery.
 - Manual Reconciliation was eliminated
- Enhanced **compliance** through reporting, reconciliation, and auditing to the State of Texas and the Federal government
 - Previous audit findings were corrected

Fieldglass + Hurricane Harvey



What's Next?

A large, colorful sign for 'WE LOVE HOUSTON' is the background of the slide. The letters are 3D and multi-colored: 'W' is teal, 'E' is yellow, 'L' is yellow, 'O' is a red heart, 'U' is yellow, 'S' is teal, 'T' is pink, 'O' is purple, and 'N' is orange. The sign is set against a blue sky with white clouds and green trees. In the foreground, there are colorful flowers in pots.

Questions?

- For questions after this session, **contact us at:**
- David.Tanner@houstontx.gov
- LeDretric.Davis@houstontx.gov
- Vijay.Devireddy@houstontx.gov

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