Bridging the Gap Between HR and Procurement

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Speakers:
Jim Brozny, Senior Director, Customer Operations, SAP Fieldglass
Cheri Hanson, Sr Manager, Talent Acquisition Global Operations, AbbVie
Kimberly Trachtman, Senior Category Manager, AbbVie

Moderator:
Dawn McCartney, CCWP
Sr. Director, Contingent Workforce Strategies & Research
Staffing Industry Analysts

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Who We Are

Staffing Industry Analysts is the global advisor on staffing and workforce solutions

- Our members comprise many of the largest regional, U.S. and global staffing firms in addition to representatives from all parts of the workforce solutions industry.
- Our CWS Council membership represents over $100 billion in annual workforce spend.
- We are a trusted advisor providing objective research within the workforce ecosystem.

Founded in 1989

- Acquired by Crain Communications in 2008, headquarters in Mountain View, California and offices in London, England
- Comprehensive and vast industry and advisory service experience among executive, advisory and research team
# Our Products

## Products & Services for Suppliers

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INTELLIGENCE FOR REAL RESULTS

The Contingent Workforce Strategies (CWS) Council is a business intelligence and advisory service for corporate buyers of workforce solutions.

As a CWS Council Member, you have access to a wide range of regional research with content most relevant to your business, including:

- VMS/MSP
- Globalization
- RPO best practices
- SOW management strategies
- Workforce planning and talent management
- Program benchmarking

Contact memberservices@staffingindustry.com for more information.
Today’s Speakers...

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Which department currently has overall responsibility for your CW Program?

- Procurement
- Human Resources
- Shared Services
- Finance
- IT
- Other
Which department is best equipped to manage the long-term CW strategic plan?

- Procurement
- Human Resources
- Shared Services
- Finance
- IT
- Other
Bridging the Gap Between HR and Procurement
The Future Of Work
DATA
Currency of the Digital Economy

DIGITAL
Powering New Capabilities

AGILITY
Operate at the Speed of Digital

PEOPLE
The Corporation of Me

WORKFORCE
Multi-channel Workforce
Data

The currency of the digital economy
Digital

The rocket fuel
Digital + Data = Agility
People

The corporation of me
The Multi-Channel Workforce
Do HR and Procurement have a strategic relationship at your organization?

- Yes, there is strong collaboration
- There is some collaboration in place
- No, these departments do not collaborate
Bridging the Gap between HR and Procurement

Kimberly Trachtman, Sr. Category Mgr, Purchasing
Cheri Hanson, Sr. Operations Mgr, Talent Acquisition

May 24th, 2017
AbbVie: An Introduction

We’re a biopharmaceutical company.

We’re guided by people, powered by passion, and in awe of the possibilities ahead of us.

We’re highly focused, research-oriented, and patient-centric.

We are AbbVie.
Mission

Our mission is to build a world-class, innovation-driven, patient-focused, specialty biopharmaceutical company.

Capable of delivering top-tier performance through outstanding execution and a consistent stream of new medicines.
History

125 YEARS of patient care

Launched as AbbVie in 2013

29,000 dedicated employees

Millions of lives touched
Treating People
IN 2016, ABBVIE MEDICINES HELPED
OVER 28 MILLION PATIENTS
IN MORE THAN 175 COUNTRIES
TREATING 32 CONDITIONS
Company and Program Demographics

Company:
- 29,000 employees
- Typical percentage of third-party workers—staff augmentation, professional services and outsourced services
- 13 global manufacturing facilities
- 8 research centers

Program:
- MSP/VMS arrangement since in 2013
- Abbott’s program has been in place since 2009
- ~1400 staff augmentation in US and PR, all labor categories
- Vendor-neutral
- Rate cards in place
- Looking at global expansion across all third-party worker arrangements
Agility—front and center, with checks and balances

Highly specialized skills
High quality talent
Speed

Compliance
Cost
Risk Mitigation
Why and How We Collaborate

• Inherited arrangement from Abbott Labs when we separated and became independent company
• Goal to build on the best of our work as an established pharmaceutical company while bringing in elements of the biotech world
• Established system was the right choice
Benefits of Partnership

- Maximizing strengths in our own areas of responsibility reduces risks to and better outcomes for company
- Communicate program outcomes to each function
- Synergy of ideas and resources provides balance to company
- Updated key performance indicators for suppliers to weigh more heavily on the performance areas that had the most impact to AbbVie.
- Coming at the data points from two different lenses helped us find the best alignment for our key stakeholders
How does Relationship Work?

• We defer to each other’s areas of expertise
• We work together and respect both inputs—many items cross both areas
• Partner with MSP and VMS for their inputs as well
Longer Term Program and Partnership Goals

• Large and mature program will require a more focused partnership
• Additional functions involved as we expand globally
• Governance model in development that may include representatives from other groups, including security, IT, Finance or Outsourcing—matrixed approach
• Continue to capitalize on taking responsibility for the items where a particular function is generally the owner of the item
• Other groups affected will have a chance to weigh in with considerations before decisions are finalized or implemented—All For One spirit
• Looking at ways to capture SOW and occasional outlier spend within program
Time for your questions...
Thank you to our sponsor...

SAP Fieldglass
2017 Workforce Solutions Webinars

8-Jun-17  Bigger Opportunities with Total Talent Acquisition
22-Jun-17  Crafting a Pricing Strategy That Works
6-Jul-17  Managing SOW Around the World
31-Aug-17  Increasing Value in CW Programs
5-Oct-17  The Gig Economy and Changing Work
9-Nov-17  VMS/MSP Landscape
7-Dec-17  2017, Future Shock, The State of Workforce Solutions
14-Dec-17  Lessons for CW Managers
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- Workforce solution buyers
- Gig economy/Human cloud companies
- RPO providers
- Suppliers to Staffing
- VMS/MSP

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The CCWP accreditation program is rigorously designed to elevate the status of HR, procurement, MSP solution providers, staffing providers and others who manage contingent workforce programs.
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