

Creating a world class P2P asset



Client: UK Broadcasting

Size: 10,000+ employees

Project: P2P Transformation

Xoomworks collaborated with a UK broadcasting giant to transform its purchase-to-pay operation into a world-class asset

The Challenge: Delivering 'world class'

Xoomworks was asked to help transform an already mature Procurement, P2P and AP function into a 'world class' organisation as benchmarked independently by the Hackett Group.

This meant increasing efficiency and effectiveness, balancing risk and control and engaging effectively throughout the organisation.



The Solution: A full-scale P2P transformation

The most critical part of the programme was the initial stage where 'world class' had to be clearly defined in the context of our client. Once everyone was bought into this concept and what it meant, the programme of work took shape.

With 100+ initiatives across 11 workstreams and 30 KPIs, this was a full-scale transformation of the P2P function.

These workstreams were tackled in an agile manner, building on quick wins, engaging with client resources and employing innovative solutions where appropriate

A highlight of the deliverables included:

- ✓ A set of simplified purchasing processes grouped by commodity with an interactive "how to buy" site to assist the user
- ✓ A new commodity code structure to properly support procurement
- ✓ BI dashboards and compliance reports to reduce spend leakage and provide up-to-date spend analysis and diagnostics
- ✓ Rebranded P2P customer experience, support and training
- ✓ An overhaul of the temporary employee process, consolidating numerous timesheet systems and improving reporting & visibility
- ✓ Mobile app for on the go approvals and redesigned expense management to increase efficiency

"When it comes to understanding what needs to be done, Xoomworks are the experts. This is not a company that will tolerate anything less than great service, and Xoomworks delivered everything we wanted. We wouldn't have been able to get it all done without them."

Head of Procurement

Combining coaching and consulting to transform procurement:

In order to deliver world-class procurement and P2P, the focus needs to be both on mechanics and behaviours – building a solid platform and ensuring that people use it in the best way.

At Xoomworks we deliver effective change through consulting focused on the more mechanical aspects of procurement (systems, processes, policies, data and organisational support), and coaching for the more behavioural elements around branding, engagement and performance improvement.

Agile approach to create greater buy-in:

Xoomworks delivers results faster by operating a more iterative approach to project delivery. While more demanding to manage, this agile approach requires closer involvement with our customers and therefore creates greater buy-in.

Identifying and using the customer's in-house talent:

Xoomworks is always keen to spot and use in-house talent. This helps enforce our "One Team" approach, create greater buy-in and keep costs down. Here, we worked closely with the in-house creative and design team to help rebrand P2P through training guides and other print and online communications.

The Impact: Less risk, balanced controls and large savings in efficiency and sourcing compliance

The P2P function was transformed, creating a different perception and degree of usability among the 10,000+ users.

18 months on, it was benchmarked by Hackett as one of only two UK world class functions. A sample of benefits:

- ✔ Efficiency gains including the removal of 100,000s of manual touchpoints
- ✔ Compliance at over 80% and exceptions down by 45%
- ✔ Electronic invoices rose by 56 per cent (over 100,000 pa)
- ✔ Transaction cycle times were down to under 10 days with supplier late payments reduced by 20 per cent
- ✔ More balanced risk and control – safeguards added and unnecessary controls streamlined or removed
- ✔ Customer satisfaction up to over 80% through better BI, mobile access and more proactive support

About Xoomworks

Xoomworks is a niche consultancy and outsourcing company that specialises in Procurement and Business Intelligence. Staff are based in UK and Europe and consist of technical, business and behavioural consultants, and senior procurement staff. Our Complete Procurement proposition addresses both the mechanics and behaviours of Procurement that drive the greatest value for organisations.

Interested in finding out more about Xoomworks Procurement?

Call us now on +44 20 7400 6120 or send an email to procurement@xoomworks.com
www.xoomworks.com/procurement

Procurement Leaders
Finalists

