

## Xoomworks drives procurement value through large-scale supplier engagement



Client: Global IT Services Provider

Size: 60,000 Employees

Project: Operational Procurement Support

Xoomworks uses experienced team and processes to allow their client to maximise the benefits of their Procurement system

### The Challenge:

A Multinational provider of IT Services and products had recently with the help of Xoomworks, successfully implemented their Coupa spend management solution. Their new challenge was to make sure they maximised the benefits of the system as much as possible.

Key to the success of this was enabling their European supplier base onto the Coupa Supplier Network (CSN) so that they could gain the benefits of electronic invoicing, increased efficiency and stronger supplier relationships.

The solution was to begin a programme of enabling their suppliers onto the CSN. They asked Xoomworks to help because of their experience engaging with tens of thousands of suppliers onto a variety of procurement systems and in multiple languages.

#### Specialist expertise

Following conversations between Xoomworks and the client, a number of key areas of expertise that the client requested from:

#### Experienced Team & Process

Xoomworks adapted their existing processes to fit the client's needs. Along with their existing team it meant that the programme of work was up running within weeks. The process utilises Xoomworks escalation process which identifies issues quickly and reduces wasted time and effort.

#### Multi-language

Xoomworks was able to engage suppliers across Europe in their local language by using team members with excellent language skills and translated email templates and documentation. This included French, German, Spanish, Italian and Portuguese, with further languages to come.

Xoomworks' Operational Procurement Support (OPS) operates from a nearshore outsourcing centre in Cluj, Romania, but with senior management in London, giving access to highly qualified technicians with the multilingual skills that were critical to the success of this service.

Paul Tempest, Xoomworks' Service Delivery Manager, said: "We could see that our client had clear targets to increase the number of enabled suppliers and to reduce their cost per invoice – our experienced team and processes were ready to deliver this."

"I would definitely recommend Xoomworks. They provide resources very quickly and communicate very well, always consulting with us to ask if everything was OK."

"We found that they integrated very well with our people and were quickly working as a team. Xoomworks have done a great job for us and I look forward to continuing working with them in the future."

## Benefits:

Below are some of the key benefits that the client gained from the process:



### **Dramatic increase in number of enabled suppliers**

During the first phase of the programme the target of enabling 400 key suppliers was exceeded. Further waves focused on higher volumes of less strategic suppliers to ensure even tail end spend could be captured.



### **Supplier base cleansed**

The process created 'natural selection' of the supply based, whereby non-strategic suppliers who were less keen to participate were put through a review to understand whether the client wished to continue trading with them.



### **Supplier data validated**

The suppliers who went through enablement process came out the other side with validated supplier contact details. This meant that not only had the supplier records been cleansed to now only include valid suppliers, it also meant that those records were accurate.



### **Freed up internal resources**

Using Xoomworks to run the supplier enablement programme meant that the client's own resources could be utilised on more strategic activities.



### **Lower cost of processing invoices**

The major benefit obtained from this process was to reduce the cost to process each invoice and open early payment opportunities. Overall, the number of invoices needing manual intervention began to fall and therefore the associated costs reduced dramatically.

“We were able to put an experienced team in place within a very short period of time and start delivering”

## 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?

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