

Xoomworks delivers expert multi-lingual procurement support



Client: Global Insurance Group

Size: 60,000 + Employees

Project: Operational Procurement Support

Xoomworks partners with one of the world's largest insurance groups to ensure the ongoing enhancement, support and availability of the business-critical purchase-to-payment solution

The Challenge:

The client is one of the world's largest insurance groups with a global network of subsidiaries and over 60,000 employees serving customers in more than 170 countries.

The client recognised that outsourcing the maintenance and support of their procurement solution would provide significant

opportunities to improve its service levels, reduce costs and free-up resources to focus on core Procurement objectives.

The Solution: Xoomworks' Operational Procurement Support

Xoomworks had already partnered with the client on a variety of complex development projects and had consistently delivered on time, to budget and to strategic objectives. This, combined with proven expertise in designing, developing, implementing and supporting large scale Ariba implementations made Xoomworks the partner of choice.

Paul Tempest, Xoomworks' Service Delivery Manager, recalls: "Essentially, our client was looking for support in three core areas: catalogue management, data maintenance and user support. "However, a major requirement was for multi-lingual Ariba support services for offices in Switzerland, Germany, Italy, Spain, the United Kingdom and the US."

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.

Ian Dagg, Director of Procurement Consulting added: "By partnering with Xoomworks, organisations can focus on their business while a trusted partner manages their systems on their behalf, allowing companies to improve the speed and productivity of their procurement and finance operations."

"I am impressed how quickly this highly motivated team learned and came upto speed. The country visits were key to this success."

Multi-lingual support

Following detailed evaluation of the client's existing process and procedures, Xoomworks deployed a team of six dedicated bilingual Ariba technicians operating from Romania and an additional level of management support in the UK.

Paul Tempest added: "The benefits of P2P technology lie in the volume and quality of spend and transactions flowing through it. Supplier enablement, catalogue development and user adoption are therefore key to the service we provide."

"A high priority for Procurement continues to be the utilisation of Ariba. An efficient and expedient supplier enablement process is essential in driving more spend through the system. To that end, we out-tasked the supplier enablement process to Xoomworks late last year in Europe and now in North America.

Great teamwork led to successfully detailing and documenting the key processes. Over the past month the team conducted a thorough review of the system and made significant improvements that are helping our end-users."

Great Teamwork

While the majority of the support services were carried out in Cluj, regular extended onsite visits helped teamwork and strengthen relationships.

The Client Ariba Operations Manager concluded: "Great teamwork was important right from the beginning.

"I am impressed how quickly this highly motivated team learned and came up to speed. The country visits allowed the agents to see how things were dealt with locally, and -most important - to build their network in all relevant functions.

"Country visits are now a regular part of the service, and we're looking forward to the next one just around the corner."

Critical to the success of the service is the extremely close relationship between Xoomworks and the client's local country Procurement teams.

The client's Procurement Operations Manager explains: "The Xoomworks team in Cluj has become an integral part of our internal Procurement team. They have quickly developed the knowledge and expertise to support our system environments all in our local languages.

Xoomworks Operational Procurement Support (OPS) delivers
Multi-lingual Ariba 2nd Line expert support to a global user base

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.

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about Xoomworks Procurement?

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