XOOMWORKS PROCUREMENT

Supermarket secures success with Xoomworks

Client: Leading UK supermarket chain

Size: 50,000 Employees

Project: Ariba Transformation

Our understanding of the retail environment and advanced IT expertise produced great results for a leading chain

ARIBA®

Xoomworks offers a winning formula in the retail sector with our proven understanding of business coupled with world-class IT expertise. A project with a leading UK supermarket chain demonstrates our approach in action.

The Challenge:

A leading UK supermarket chain had implemented AribaBuyer software, but was unhappy with its implementation in the company's goods-not-for-resale (GNFR) spend area.

The technology worked well but had not been developed and integrated into the whole organisation to make sure its full value was being realised.

The simple implementation of technology would not address all the issues the business were experiencing and secure return on investment. A full review was needed to achieve the savings targets and more effiient processes promised by the company's CPO.

This meant not only analysing the technical aspects of the system but also ensuring that it was being fully utilised and was properly integrated into the company as a whole.

The Solution:

After a rigorous selection process, Xoomworks were chosen to support the transformation of the GNFR function. The client was impressed by our technical skill and experience in major projects with large organisations. Our proven record in successfully managing major change management programmes was also a key factor in the client's decision.

Xoomworks moved quickly to develop a plan and identified three core phases to roll out a successful project.

Phase One was to develop a plan for reviewing the end-to-end purchasing processes for all GNFR products and services. This involved working closely with buyers, managers and finance teams to understand the existing method of procuring each commodity and to identify priorities for targeting specific categories of spend.

The outcome produced a set of business and technical recommendations by spend group which would empower the client with the knowledge required to make decisions on rollout planning.

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The Solution (Contd):

Phase Two involved the technical aspects of the project. Xoomworks worked collaboratively with the client's team to develop the system, which included the installation, design, development and configuration of AribaBuyer based on the products and services selected in Phase One. This phase also involved establishing links between the company's financial systems and extending the functionality of the standard tools to create a more flexible and complete solution.

Products and services were entered onto the system to provide better control of budgets and make approval of orders much faster through the use of an online tool which could be centrally viewed by buyers and appprovers. Suppliers were also brought online so that they were able to receive orders much faster.

Finally, in **Phase Three**, a Business Change plan was impemented to make sure the technical aspects of the project were fully managed and that the system was effective. Xoomworks was responsible for all aspects of managing policy changes, communications and documentation and for the training of about 1,000 end-users. This meant engaging with all levels of the procurement organisation to make the transition to the new way of working as seamless as possible.

Granular Project Delivery

Businesses are no longer comfortable being tied into long projects with moving deadlines. Breaking projects down from large, difficult-to-control cash drains into smaller, more manageable activity groups, that we call "granules", our Granular™ Project Method is a fast-track implementation tool designed to deliver measured and regular benefits.

The Result:

The six month project was delivered successfully with a number of key outcomes immediately visible:

- Increase in spend under management up from 10% to approximately 70%

- Users with a clear understanding of what they needed to do to raise orders and compliance to processes increased many times over

- Reduction in user and supplier queries

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

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