

How a UK Utility Company's procurement pipeline went electronic



Client: Major UK Utility Company

Size: 2000 Employees

Project: Sourcing and Procurement

Xoomworks supported delivery of a complete sourcing and procurement capability including eSourcing, eAuctions, supplier self-service and planned £4 million savings for a company serving 1.1 million customers



The Challenge: Lack of modern e-procurement resulted in inefficiency

The client is one of the UK's oldest utility companies but it lacked a modern eProcurement system, resulting in high transaction costs, low compliance to contract, invoice mismatching and poor experience for company employees.

Xoomworks was asked to solve these historical problems by working with the client to install SAP Sourcing and SRM Managed Service systems.

The Solution: Xoomworks delivers fundamental transformation in 12 weeks

Xoomworks consultants got to work delivering four key workstreams across the procurement function, covering RFx, eAuctions, project management and contract lifecycle management.

Work templates were given to category managers to run sourcing events and create contracts. Workflow and approval were introduced to increase visibility and compliance to process.

Xoomworks created the MDM system enabling the client to host supplier eProcurement catalogues, developed training material and delivered training for more than 100 end-users.

Category managers and key stakeholders were all trained to use the system and an SAP Sourcing and SRM Managed Service was delivered, supporting clients across functional and technical areas. The whole project took just 12 weeks from start to finish.

"We engaged Xoomworks because of their deep procurement understanding and experience and their ability to work flexibly and in an agile way. Throughout the whole lifecycle of the project they kept us informed on progress and delivered at the right time, quality and cost."

Finance Director

"Xoomworks have a great understanding of technology and also understand procurement and sourcing. They helped us through a particularly challenging transition in terms of technology and people and I have a very high level of confidence in them."

Director of Procurement

The Solution: Increased collaboration and full compliance achieved

As a result of the new systems and processes there is now greater compliance to contract, better end-user experience, fewer mismatches and full catalogue procurement capability.

regulations and internal audit requirements achieved. The client created and now hosts eProcurement catalogues and is set to meet the targeted £4 million savings.

There is increased collaboration between stakeholders. The first eAuctions were held and full compliance to utilities

How we work with our clients:

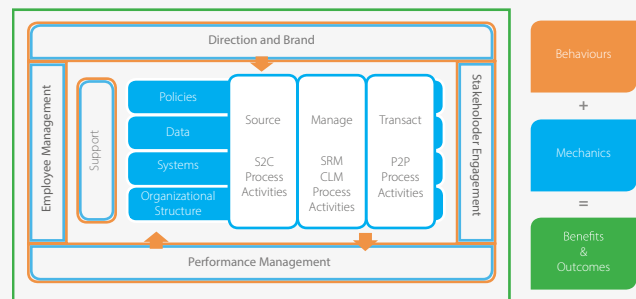
We work with our clients in ways ranging from light-touch benchmarking, strategic advice or support roles to large programme implementations with multiple projects across global environments.

- ✓ **Benchmarking and assessment** – a mechanical and behavioural assessment tool to provide current state analysis and show you where to focus
- ✓ **Strategic advice** – individual and group workshops with senior stakeholders
- ✓ **Projects** – to implement mechanical and behavioural change programmes, for example, supplier relationship management frameworks, purchase-pay system implementations, procurement brand re-development, business intelligence solutions and sourcing programme
- ✓ **Tactical support** – individuals or teams for a variety of activities such as category management, sourcing support, technical and functional systems development, training, coaching, project management

Xoomworks Complete Procurement:

Complete Procurement spans the whole of the procurement source-manage-transact cycle – from sourcing, through contract management, supplier and stakeholder relationship management, to purchasing, invoicing and payment.

Each element and process is based on a set of best practices to guide the business



“Xoomworks have done a great job in responding to and delivering our requirements around SRM – I was particularly impressed by the way they resolved issues and worked with stakeholders to ensure that the system was a great success. Xoomworks have a great can-do approach and attitude which contributed to the success of the project cost.”

Director of Business Improvement

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

