

## Project in danger - Xoomworks to the rescue!



Client: Major UK Utilities Company

Size: 2,000 Employees

Project: SAP Implementation

Xoomworks quickly put an SRM implementation back on track when things started going badly wrong for a utility company



### The Challenge:

A major UK utilities company decided to install SAP to cope with large volumes of data, help with financial reporting and streamline the procurement process.

It had been relying on several legacy systems which were inefficient and failing to deliver key management information. SAP modules would include materials management, financial information, HR and supplier relationship management (SRM).

The company contracted a well-known IT outsourcing company to implement the SAP package. Before long, however, serious technical, management and cultural problems arose and the project began to slip behind schedule and the company was losing confidence in its IT partner.

### The Solution:

The company decided to call in experts on the different SAP modules to attempt to rebuild the relationship and put the project back on track.

Xoomworks was selected to deal with the SRM module. A senior Xoomworks consultant worked with the client's procurement team and the outsourced provider to bridge the unresolved cultural, design and system issues.

Xoomworks assured them that the project could be delivered and worked with the outsourced partner to configure the system and meet the client's expectations.

The SRM implementation featured the full range of functions including shopping carts (EB – enterprise buyer), strategic sourcing, catalogue content management (CCM) and supplier self services (SUS).

Xoomworks discussed aspects of the system with the client where clarity was needed to make more informed decisions. Xoomworks also worked closely with the outsourced partner to help them better understand some of the clients' concerns and ensure they met project targets.

## The Result:

After just one week, Xoomworks had succeeded in advancing the project to demonstration stage so that the client could see how SAP SRM would work for them.

The SAP implementation project was brought back on schedule and the relationship between the client and its IT partner restored.

On completion, the utilities company had gained all the benefits of a streamlined, fully integrated financial and procurement system.

All procurement is now driven from SRM with catalogues linked to contracts to ensure the purchasing department are able to negotiate the best prices, eliminate maverick spending and reduce ordering time to a minimum.

Using SRM SUS also means vendors can submit invoices based on services carried out and check the status of purchase orders and payments.

## The SAM SRM offer:

SAP's SRM application enables companies to manage costs while streamlining procurement processes, developing the supply base and reaping the benefits of collaboration between business units, procurement professionals and suppliers.

SRM gives you control over all aspects of your procurement operation through a suite of integrated functions including e-sourcing, strategic sourcing, supplier enablement and collaboration, catalogue management and reporting.

## The Xoomworks way of working:

Xoomworks focuses on working with you to help achieve your objectives in a structured way while maintaining the flexibility to ensure the best possible outcomes.

We are very consultative, fully involving all stakeholders and developing excellent relationships at all levels, integrating fully into your teams and taking ownership of the challenges presented. Your risks are effectively managed and reduced to the minimum.

We work closely with you to identify and agree objectives, benchmark progress against the original business plan and ensure that all goals are achieved.

We help you build on your achievements and ensure that successes are shared by all. We offer "technology with a human face", leaving you delighted with the results we have delivered and the smooth and efficient way we have managed your project.

**Xoomworks offers world-class IT expertise in procurement, business-to-business supply chain and outsourced software development**

**Business change** Xoomworks has an excellent record in managing business change smoothly and effectively

**Working together** Our ability to create and develop excellent relationships with all stakeholders is key to our success

## 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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