



Xoomworks enhances Procurement at Global Energy Company



Client: Global Energy Company

Size: 93,000 employees

Project: Operational Procurement Support

Xoomworks provides key support services to save millions at global energy company and free resources to focus on core activities



The Challenge:

A global leader in the world of energy generation and transmission had successfully implemented a leading spend management solution.

The solution was already delivering efficiencies and savings, but they felt it could deliver more. They asked Xoomworks to help them reduce risk, free-up resources and deliver additional savings.

The Solution:

Following conversation between Xoomworks and the client, a number of areas were identified that could be improved:

Spend Analytics

They were processing about 500 different data files every month, totaling around 115,000 lines of spend data being manually integrated into the system from about 20 different back end ERPs across the world. There was a single internal over skilled and therefore expensive resource working on this which meant there was a single point of failure with a risk of major errors.

Sourcing and auction support

The spend analysis was identifying a number of savings opportunities, but the client needed expert support to structure and run their sourcing programmes so they could be sure they were getting the best value and were able to cover the number of events they had planned.

Training

The initial solution implementation had provided training for key users, but with new functionality, more sophisticated use of the technology and a changing workforce, they needed to ensure everyone could continue to use the technology to its greatest effect.

Release Management and Technical Enhancements

Procurement wanted to focus on procurement activity, not technology development, and were keen to outsource this activity to experts who could provide best practice support.

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

The Solution (Contd): Building support services – UK and near shore combination

In the initial stage of the project, Xoomworks worked with the customer's team in Switzerland to gain an understanding of the spend management system, processes, issues and risks.

Paul Tempest, Xoomworks' Service Delivery Manager, said: "We could see there were a number of people focused on non-procurement activity – this meant that the team were not achieving as much as they wanted in terms of savings, supplier relationship management and risk mitigation."

We looked at each of these key areas and put in an ongoing services solution to meet their requirements. This was a combination of consultancy experts at our head office in London and at our specialist multilingual Service Desk and centre of excellence in Cluj-Napoca, Romania. This allowed us to provide the right mix of expertise at the right price:

Spend Analytics

We automated data processing, cleansed the data and put in place an improved master data management process to keep it that way. This provided quicker, more accurate data that was more useful for identifying savings opportunities

Sourcing

We helped the client plan and prioritise categories and items that were suitable for sourcing and, in particular, auctions. We assisted in research, strategy and auction set-up as well as running the events on their behalf – from supplier on-boarding to contract creation. In terms of actual savings the client has benefited from savings of between 9% to 15% on the most recent programme of sourcing events, saving over £1m.

Training

Xoomworks put in place a training programme using both onsite and offsite resources, so that the client's team always had access to the latest knowledge

Release Management and Technical Enhancements

System experts provided ongoing administration and enhancements to free-up internal, client resources

The Result: Immediate Savings and Greater Resilience

Once the new process was up and running the results were immediate - quality was improved, risk reduced and savings increased.

"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."

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
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