

## Xoomworks enables thousands of suppliers to drive value from spend management



Client: Large UK Leisure Company

Size: 11,000 employees

Project: Supplier Enablement

Xoomworks experience in enabling tens of thousands of suppliers was called upon to drive the value from one of the UK's largest leisure company's investment in a spend management solution

### The Challenge:

Xoomworks' client, one of the UK's largest leisure companies, was in the process of rolling out a spend management solution across all of its businesses.

The aim was to gain better visibility and control of spend, while providing an easy-to-use solution that empowered its employees.

The success of a spend management solution depends on a number of different factors, one of which is the ability to get as

much spend through the system as possible – this can only be done by enabling as many preferred suppliers as possible.

With approximately 4000 suppliers supplying the business' three very distinct brands, the challenge was to analyse, segregate and implement the right solution for each supplier to drive the most value for the business.

### The Solution: Xoomworks' enablement expertise

Xoomworks was asked to complete the analysis and planning and then to deliver the supplier enablement programme.

With over 13 years' experience in procurement, Xoomworks has extensive experience in supplier enablement, having enabled

tens of thousands of suppliers across some of the world's largest procurement transformation programmes.

The supplier enablement was based on Xoomworks' out-of-the-box tools and tailored to meet the specific needs of the client

"One of the key things in implementing a Purchase to Pay solution is the depth of understanding and industry experience of the people you are trusting to get it right on your behalf.

Xoomworks clearly demonstrated this in their approach and this insight was instrumental in getting us over the line. Working with Xoomworks has definitely enabled us to get more out of our investment."

**Finance Project Sponsor**

## Analysis and Planning:

An extract of Accounts Payable data was taken and with an agreed set of parameters applied, a list of 3800 suppliers drawn up.

These were separated into seven waves based on the area of business they served, what they supplied, the volumes of invoices, and the type of supplier solution required e.g. catalogue vs punchout vs free form vs contract.

## Communications and Tools:

A communication plan was developed with relevant communication materials.

The focus was on three elements:

- ✓ Explaining the benefits to the supplier – faster invoice processing, more spend going to their agreed contracts, less invoice exceptions and more payment on time
- ✓ Making it simple – quick guides as well as one to one training and communication was given to the more complex suppliers. This was coupled with dedicated resources to help develop catalogues and punchout sites.
- ✓ Aligning the supplier to the optimum purchasing process simplicity was key, and the spend management solution offered clear buying channels for different types of product and service.

Through a team based both onsite and offsite, suppliers were successfully enabled onto the solution and began reaping the benefits.

## The Impact:

A low-cost, rapid supplier enablement programme allowed all spend to be enabled onto the solution. This was critical in driving processing efficiencies and benefits as well as providing the Procurement function the data to target sourcing opportunities.

and invoices were paper based and sent to three different AP departments. The process was slow, manual and error prone. Following supplier enablement, all ordering is completed through the supplier's secure website (via punchout) which lists their entire product range with contracted discounts built into the prices.

While different solutions were developed for different suppliers, the following case study illustrates the benefits available to both sides:

The supplier now has a single self-service portal to a single AP team where electronic invoices are sent using cXML. There's no manual processing and minimal exceptions, freeing up AP to focus on other activities and allowing the supplier to be paid on time.

**Case Study – a large consumables supplier:** Supplier provided goods for all three brands within the client's business. All orders

*“Xoomworks are flexible, they have a very can-do attitude and they are absolutely committed. I wouldn't hesitate to recommend them”* Procurement Project Manager

## 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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