



Part of **Accenture**

Xoomworks Transaction Desk looks after low risk lower spend purchases at leading insurance group

About the Client

Xoomworks' client is a leading British multinational insurance organisation which operates across 100 countries with around 9 million customers.

Challenges

Its internal procurement resource was spending too much time focusing on low value/low risk projects (transactional) where an experienced Procurement professional could not add significant value.

They wanted to outsource the procurement of transactional activity by introducing a self-service process for their internal users based in the UK which in turn would free up their experienced buyers to concentrate on strategic higher risk projects where they could add more value.

"Xoomworks very quickly got up to speed with the low risk procurement process and have demonstrated impressive customer servicing skills in handling the volumes of queries which the process generates."

Solution

The leading insurer was already partnering with Xoomworks for the provision of a P2P Service desk. The flourishing relationship had been built on mutual trust and as a result of the service desk success the insurer had increased confidence in Xoomworks' ability.

The Xoomworks' Transaction Desk would be an additional service delivered remotely by the same team from the Xoomworks' centre of excellence in Cluj-Romania, with governance and support provided from the senior management team based in London.

The Transaction Desk service provides support for any of the insurance group's UK based employees who need support in following the procurement self-service process for low risk or low spend purchases.

The Cluj Team manages the transactional process, by triaging requests to ensure they can follow the self-service process and then guiding the stakeholder through the necessary procurement steps. Final sign of each purchase resides with the client.

To ensure full reporting and visibility Xoomworks' uses its existing ITIL based system – a best in class Incident Management System – to support multiple clients' procurement systems.

The results are impressive. Nearly £12m procurement spend has been handled by the Transaction Desk since the service with Xoomworks began six months ago. Not

Key Benefits

-  **Saves time and money by reducing effort on low risk, low spend purchases:** the Transaction Desk has enabled the client to free up Procurement's time to spend on more high value business activities.
-  **Re-allocation of procurement resources team to other tasks:** Because the Xoomworks' Transaction Desk handles the low risk low spend suppliers, the procurement staff can be allocated to other more strategic tasks.
-  **Easy access to remote support:** End users have instant contact at the end of the phone or email for any issues that arise.
-  **Reduced administrative burden of procurement:** With Xoomworks' expertise, on boarding and supplier management of low level spending can be handled quickly and efficiently, leaving the client's procurement team to hand the more high risk suppliers.
-  **Compliance at a lower spend supplier level:** The client has increased the volume of spend which is following the mandated Procurement process.
-  **Fast and cost-saving access to procurement expertise:** The client can access all the procurement expertise from its technology partner Xoomworks rather than having to pay for more in house procurement staff to service low level transactions

only has the Transaction Desk ensured that an increased volume of spend is following a procurement process but it has also freed up time to enable the client to focus on strategic projects where it can really add business value, rather than being distracted by the volume of low risk items that are going through the self-service process.

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