



## Teamwork in managing global procurement roll out

Significant benefits achieved through automated procurement process

### About the Client

Xoomworks' client is a leading global alcoholic drinks provider with headquarters in the UK. It's well known drinks brands are sold across 30 countries.

Created in 1997 the company now has some 33,000 staff across the world.

### Overview

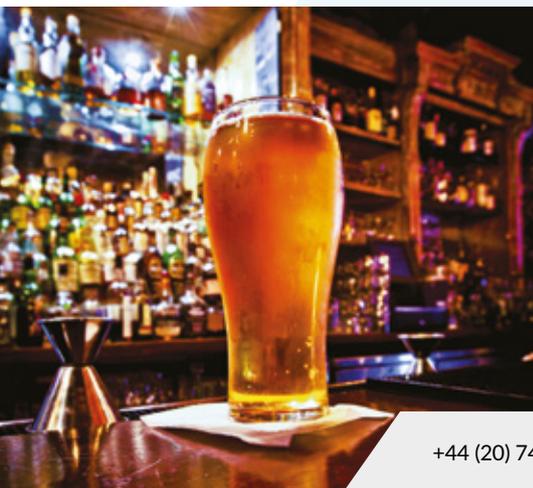
Xoomworks' client was seeking to automate their procurement process to reduce the costs being incurred in the procurement side of the business and in particular create source-to-pay (STP) that was more efficient and provided better spend visibility. The company was already utilising SAP as a global platform for its financial processes, and was keen to leverage this to create a best-in-class procurement solution.

Huge amounts of manual resources were being expended supporting the existing processes, including a help desk that provided vendors with support and access to statements and reconciliations. The STP process had become disjointed and inefficient with a lot of manual intervention and cross-system keying of data. The STP solution would need to provide self-service visibility to suppliers as well as automating the purchasing process, aligning corporate sourcing activities and reducing administrative overheads – all the while remaining tightly integrated with the existing SAP platform to support corporate reporting and governance requirements.

### Highlights

- With the new system, 76% of the company's first month's purchases went against preferred ms suppliers
- Purchase approvals now take 1.5 days instead of 3-5 days
- Easy to implement compliancy checks and measures

*"Xoomworks was responsive, committed and completely solutions-focused. We really enjoyed working with the Xoomworks team."*



The business case was based on the delivery of visibility and efficiency, creating opportunities for cost savings and overheads across the whole source to pay process.

Coupa was chosen for its ease of use and its e-invoicing capabilities. The company also needed an implementation partner and chose Xoomworks based on client recommendations and also because of their technical capabilities and experience of Coupa implementations.

Xoomworks came on board as part of the team and were heavily involved in the implementation of Coupa as a strategic platform and to train up staff to be configuration experts. Xoomworks also proved to be a key conduit in driving the relationship between the company and Coupa.

*“Although very experienced in their field, I think this could have been the largest Coupa implementation geographically that they have faced to date, but they pushed their implementation capabilities and their ability to deliver and support our roll out were second to none.”*



## Key Benefits

### Touchless purchase order creation

With 91% touchless there is much less human intervention and pain involved in the company's purchase order system.

### Visibility of preferred suppliers

With the new system it is easy to promote preferred suppliers and gain access to useful statistics, for example that 76% of the company's first month's purchases went against preferred suppliers.

### Easier guided buying for users

With Xoomworks helping the organisation to mobilise supplier enrolment it is now intuitive for the user to be guided to the right place to buy. Many suppliers are already providing catalogues and more are onboarded every month.

### Improved approvals time

Purchase approvals now take now 1.5 days instead of 3-5 days or longer. With Coupa software the approval flows can easily be seen and quotations and other supporting documents can be attached, making the approval of requests faster and more informed.

### Mobile productivity

The Coupa software enables a more streamlined approach to mobile productivity. All users have the ability to log, view and approve procurement transactions on iOS and Android devices, so procurement activity stays up to date at all times.

### Provides compliance

With automated procurement processes in place it has been easy to implement compliance checks and measures.

### Savings efficiencies from E-Auctions

Although at the beginning of the E-Auction journey, the organisation has already delivered savings to the business from using E-Auctions and expects even greater savings globally over the coming year.

Once the organisation engaged with Xoomworks a project team was quickly put together and integrated into the programme. The solution scope was agreed and encompassed e-sourcing, request and order management and supplier portal engagement with e-invoicing to follow.

Coupa e-Sourcing went live in late 2015, with the first live events being run in early 2016. Purchase to Pay followed in May 2016 across North America and Europe and further regional rollouts, all supported by Xoomworks, took place across 2016. Now fully live there are more than 10,000 users able to benefit from access to the Coupa Source to Pay platform.

The organisation developed a comprehensive communication and change management

programme, with diverse media such as internal websites, Yammer groups and video presentations on the internal audio-visual platform. The tagline #CoupalsComing was used in all collateral, along with the Coupa logos and branding to raise awareness and familiarity with the initiative.

Alongside this, the campaign encouraged staff to think carefully about how they spent the company's money.

Training was delivered to the end user population using a combination of face to face training and e-learning. Xoomworks supported the training programme by assisting in the creation of training decks and videos to provide the smoothest possible path to both supplier and end user adoption of the solution.

*“Xoomworks helps us to work through issues quickly and efficiently, showing us how to launch and build an approvals matrix. The team was fully integrated with our staff and together we pulled it off. Xoomworks is continuing to help us with ongoing support and rollout and we are about to go live in Asia Pacific, Latin America and Africa and will have an estimated 10,000 users by the end of the year.”*