

Xoomworks' training team help make Spend Management solution a success



Client: Large UK Leisure Company

Size: 11,000 employees

Project: Training

One of the UK's largest leisure companies was implementing a spend management solution across hundreds of locations and three very distinct brands. Critical to the success was a training programme for 2000 employees led by Xoomworks

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.

With approximately 2000 users spread across hundreds of locations, there was a logistical challenge to complete the training efficiently but without disrupting the business.

Additionally, the users varied in terms of online experience, with some never having used a computer. Others ranged across departments such as procurement, finance, marketing and IT – all with different requirements from the solution.

Finally, with training spread over several weeks, the knowledge needed to be retained, requiring more than a single one-off classroom session.

The Solution: Xoomworks' enablement expertise

Xoomworks was asked to develop and deliver the training programme. With over 13 years' experience in procurement, Xoomworks has extensive experience in spend management implementation and optimisation.

Xoomworks' tailored training programmes range from training of end users for P2P, to advanced coaching of procurement category managers for supplier relationship management and sourcing.

For this client, there were several key elements to the training's success:

- ✓ Requirements gathering so training could be tailored to departments and different businesses brands
- ✓ Multiple formats to ensure different learning preferences were catered for and to provide long lasting reference materials
- ✓ Consistent branding in the material that could offer an opportunity to 'sell' the solution as well as transfer knowledge

"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

Tailored Training

The training needed to be tailored for three very distinct brands, as well as across the differing requirements of those using the system.

Each Head of Department was consulted to understand any specific

requirements, as well as to complete data gathering of users, approvals and suppliers. Buying habits, and common items purchased were then fed into the training content for those users.

Multiple Formats

The core content of the training was a half-day session run by Xoomworks in different classrooms around the country. This allowed hands-on training with each trainee completing exercise specific to their business on their own laptops.

This was supplemented with:

- ✓ Online training and online training user guides
- ✓ Quick reference guides
- ✓ Drop-in clinics to address specific questions or concerns

“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

Consistent Branding

Common design and messaging were used throughout the materials, and the content was also used as an opportunity to 'sell' the benefits to

the users. Feedback was taken as part of the process and fed back into a continuous improvement programme.

The Impact

The training was vital as it gave the users an understanding of why the project was undertaken and the huge benefits it provided.

solution automated almost all of this. With carefully tailored training, the benefits for users were clear.

At the time, spend analysis, reporting and purchase approval were extremely manual and time consuming but the spend management

Over 4 out of 5 users trained provided 'excellent' feedback and would recommend the training to others.

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
www.xoomworks.com/procurement

Procurement Leaders
Finalists

