



## Operational Procurement Support Services

Procurement expertise when you need it the most

### Overview

Your eProcurement systems can bring you enormous benefits such as lower TCO, greater savings and improved innovation – but supporting those systems and extracting the best value for your organisation can be a real challenge.

With Xoomworks' Operational Procurement Support Services (OPS) we simplify your eProcurement systems leaving you to drive value for your business. From outsourced e-auctions, to spend analysis and support desk function, we make sure you are supported where you need it most.

Our OPS service can generate greater benefits than can normally be achieved by internal resources, allowing you to re-align key staff to other core activities. If you're looking for improved productivity or simply don't have the dedicated resource allocation, then our OPS service gives you the power to unlock savings and manage the increasing expectations of your stakeholders.

We'll help you fill your resource gaps, for example we can manage the spikes of activity needed for your release management programme and really get under the bonnet to ensure your systems are running smoothly. Our deep procurement expertise balanced with the economies of scale we can achieve allows us to give all our clients enhanced added value.

## Operational Procurement Support Services

### Supporting you where you need it most

Our OPS services are designed to support your teams where you need it most. Our services are split across three areas:



#### 1. Service Desk

Ensuring your procurement systems are running smoothly – multilingual, ITIL-based 24/7 support for source-to-pay systems and analytics, from 1st line user queries to in-depth technical development and application management.

Our solutions are tailored to your requirements and timeframes, and we can provide service desk support for both on-premise and cloud systems.



## 2. Enhancement Services

Helping you deliver more value from release management and spend analytics to supplier enablement and training.

We'll help you remove the complexity and the volume of procurement detail leaving you to concentrate on running your business and the strategic elements that make a difference. We have a range of procurement enhancement services – all intended to maximise the benefits gained from using your systems:

**Release Management:** Removing the risk of adverse impacts to your Production environment as a result of new upgrades is a priority for effective release management. Our Release Management service delivers this by managing the activity spikes when upgrades are applied and provides recommendations of new functionality that improve the use of the system.

**Spend Analytics:** Visibility of data is key to understanding your spend. Our spend analytics services ensure your data is accurate, complete and timely, and that it is presented and analysed in a way that allows you to make best use of it.

**Supplier Enablement:** Procurement systems are most effective when the majority of spend and suppliers are flowing through. In turn, this helps improve the user experience, increase compliance and savings, and reduce costs. Our supplier enablement services can dramatically increase the number of suppliers enabled onto your systems, increasing the benefits you can achieve.

**Training:** Tailored training sessions with best practice materials specifically designed for your business can make a significant impact in getting the most from your investment – whether this is new technology or a developing team of sourcing professionals. Our training services can be delivered to end users in multiple languages, or more focused train-the-trainer and administrator sessions.



## 3. Sourcing

From complex category management to one-off auction support, our services help you deliver greater savings faster. Our consultants have sourced over £1 billion of goods and services, in a broad range of direct and indirect categories. We know how and where to save money and will ensure your sourcing runs smoothly – taking the pain away from you.

We have helped numerous clients to make significant cost savings from new electronic ways of sourcing and considerably reducing the amount of time it takes to enable the bidding process.



## Key Benefits of Operational Procurement Support Services

### Global procurement support:

Our team has over 16 years' experience providing expert procurement support to a global community of blue chip clients such as Alstom Power, Allied Irish Bank, AXA Insurance, BskyB, Bristol Water, British Airways, Expedia, NEC and Sony.

### Spread the risk:

We offer you a flexible cost model and fee structure to include consideration for a proportion of our fees being at risk linked to identified deliverables

### Access to practical procurement advice:

Staff that don't just follow scripts – we understand procurement processes and systems through in-house training and on-site projects and operations, and have deep knowledge of eProcurement systems.

### Consistent team approach:

We don't do change to you, we work in small, mixed teams with you to help deliver the strategy, benefits realisation and team / organisational upskilling required to allow your business to stand on its own, as a self-sufficient world class function.

### Tailored service to your requirements:

We understand that a 'one size fits all' offering does not work. Xoomworks' niche consulting expertise will tailor propositions and strategy that are aligned to your industry, target markets, and business challenges