

Transaction Support Desk

Your support desk
for low risk supplier
management

We're making it easier for you to process your low risk low spend suppliers

Are you spending a lot of time processing your low risk or lower spend suppliers? Would you like to free up valuable time to spend on more strategic high level supplier management?

Let us manage the on boarding of new suppliers, and provide help and support to your internal users so they can more easily process your low risk suppliers on your P2P solution. From resolution of basic incidents through to directing users to relevant online FAQs for "How do I?" questions, we'll deal with any volume of low risk items that are going through your self-service process.

How it works

Xoomworks takes the pain away from processing your lower level suppliers by providing a Transaction Support Desk service to provide support to your internal teams, leaving you to focus on your main and more strategic procurement activities.

Transaction Support Desk is delivered remotely to you direct from the Xoomworks' centre of excellence in Cluj-Romania, with governance and support provided from the senior management team based in London.

Our Service includes

Transaction Support Desk provides process support for end users processing low risk or low spend suppliers. The service is resourced to cover two main functions:



1st Line Support

Support is provided for end users who need assistance, investigation and resolution of basic incidents and service requests, including directing users to relevant training materials for 'How do I?' questions. This support also covers new supplier setup, Travel Mailbox, Corporate Cards, and escalation of complex issues to the Lead Team when needed. It also keeps end users up to date on the status of incidents or service requests.



Lead Team

The second main function is the Lead Team who manages and supports the core team. The Lead Team acts as your main day-to-day contact point, handling any escalated issues, incidents or queries and running regular scheduled calls. They escalate and manage system bug requests raised and provide status feedback updates. There is also escalation to the Xoomworks senior management team where deemed necessary.

Your users access the service remotely via email or telephone with connectivity provided by Xoomworks' Incident Management System SysAid. And to ensure full reporting and visibility Xoomworks' uses its existing ITIL based system – a best in class Incident Management System.

Why choose Transaction Support Desk?

We are effective at running all aspects of Source to Pay, particularly managing the transaction processes that run throughout. Today the procurement function is constantly being asked to focus on delivery value for money and minimising the cost of supply.

Using our experts within the transaction support desk, we bring deep expertise across the procurement process which will improve your Source to Pay effectiveness and in return reduces your cost of operation. Managing Contract data, enabling Suppliers and dealing with transaction related issues across your organisation distracts from optimising the value your buyers and category managers could realise. Let us do it for you so you can deliver increased value for your organisation.

Saves time and money by reducing effort on low risk, low spend suppliers: The Transaction Support Desk frees up your time to spend on more high value business activities

Re-allocation of your procurement resources team to other tasks: Let the Transaction Support Desk handle the support of end users processing your low risk low spend supplier management, leaving your procurement staff with more time to allocate to other more strategic tasks.

Easy access to remote support: Your 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 your procurement team to handle the more high risk suppliers.

Compliance at a lower spend supplier level: With Transaction Support Desk you can gain confidence in the compliance levels of your spend position at the lower risk end of its supplier management.

Fast and cost-saving access to procurement expertise: Transaction Support Desk lets you access all the procurement expertise from your technology partner Xoomworks rather than having to pay for more in house procurement staff to service low level transactions.

Why Xoomworks?

Xoomworks has been implementing and integrating procurement solutions into businesses for years. This means we understand very clearly where you are likely to face the biggest challenges and impacts on your projects. Every business has a different technical landscape, different finance systems and different technical skillsets, but that doesn't mean the integration journey needs to start from a clean sheet of paper.

About Xoomworks

Xoomworks is a niche consultancy and outsourcing company that specialises in procurement. Based in UK and Europe, we are a team comprised of technical, business and behavioural consultants, and senior procurement experts. Our complete procurement proposition addresses both the mechanics and behaviours of procurement that drive the greatest value for organisations.