XOOMWORKS PROCUREMENT

RiseNow

RiseNow and Xoomworks Procurement Partnership Delivering Global S2P Solution for Fortune 500 Manufacturer

Highlights

- RiseNow led the client through a rigorous Solution evaluation process and delivered a comprehensive global Success Blueprint

- Award of global S2P implementation to RiseNow/Xoomworks Procurement partnership

- Deployment of JAGGAER solution globally in 4 regions, USCA, EMEA, LATAM and APAC

- Project on track with first region scheduled to go live in Q1 2021.

- Significant benefits expected from automation, spend, contract and supplier management

The Challenge

For the US-based client (a Fortune 500 company operating in 50+ countries, with over 100 manufacturing locations), cost-effective sourcing of materials and services is key to company success.

Procurement operations have been supported by disparate systems in different regions; SAP Ariba in the US and Canada (USCA) and EMEA, with Oracle iProcure and various ERPs used in LATAM and APAC. Interim solutions have also proliferated for local use, increasing maintenance costs and complexity.

Existing systems have suffered from low user adoption, particularly of the SAP Ariba solution in USCA. As a result, the percentage of spend under management has been poor. Opportunities for efficiencies and compliance have been missed.

The Company needed a solution that would:
- Be widely accepted globally by its users
- Support all categories of indirect spend
- Enable all its suppliers to participate
- Enable global standardization and scalability

Given the importance of making the right decision in the selection of a global Source-to-Pay (S2P) solution, and for setting themselves up for success, the Company realized they needed to do much more than follow a traditional software selection.

Planning for Success

To reduce risk and to align themselves for success, the Company selected **RiseNow** to lead them though this important solution evaluation and partnering process. RiseNow is a platform-neutral supply chain consultancy with over 20 years of experience in delivering procurement solutions.

Based on the collective expert experience of 250+ successful S2P implementations, RiseNow's proven "**Best Vendor**" and "**Success Blueprint**" processes were utilized to guide the Team through a rigorous evaluation of industry solutions and to deliver a comprehensive global Success Blueprint defining the future state design and implementation. The voices of its users around the world, and the usability of the product were both a significant factor in proceeding with RiseNow's Blueprinting process.

The combined "**Best Vendor**" and "**Success Blueprint**" project delivered the following outcomes:
- Best Vendor Evaluation Framework and Advisory Support
- S2P Solution Blueprint / Design
- Integration Model / Total Cost of Ownership
- Implementation Plan and Resource LOE
- Change Management Plan
- Master Data Management Approach
- Business Case Model
- Executive Presentation and Support

The Company rated the Blueprinting project a 10 out of 10 in terms of value delivered and the ease of working with RiseNow. The process allowed them to evaluate solutions on an even playing field and to reach a fact-based, unanimous decision in selecting JAGGAER as

their solution/partner of choice. Additionally, this effort has "set the bar" for future projects for the Company, as project sponsors and executive leadership commented that this was the most comprehensive Blueprint and Business Case it had ever seen and that they would never embark on a Project of this size and magnitude without first going through a Success Blueprint.

Global Implementation Partnership

Responding to the Company's competitive RFP, RiseNow prepared an initial proposal for the worldwide implementation of the JAGGAER S2P solution. Recognizing the need to bolster their global presence, US-based RiseNow reached out to **Xoomworks Procurement** to explore the possibility of a joint bid. Building on the similarities between the two companies and Xoomworks' in-depth presence in the EMEA and APAC regions, a joint proposal was submitted. The Xoomworks / RiseNow partnership provides clients with a clear alternative to the traditional Global System Integrators (GSIs).

Recognizing the effectiveness of a global partnership between RiseNow and Xoomworks, the customer was confident in the award decision, based on the level of expertise and experience of the consultants assigned to the project. Their in-depth knowledge of the procurement space was impressive, and the track record of successful implementations provided evidence of project and change management competency.

The project kicked off in Q3 2019 with the following scope:
- Replacement of SAP Ariba systems with a global JAGGAER-based solution globally
- Implementation of a global solution for indirect spend (upstream and downstream) and direct spend (upstream only)
- Integration of the S2P solution with 10 ERPs and other enterprise systems, involving over 100 interfaces

- Global deployment of S2P standards and best practices (in 40 languages)
- Enabling localization when required, e.g. tax, legislation and regulatory requirements

Senior management support has been strong with the client's CEO attending many of the on-site meetings and workshops. An innovative approach was taken to staffing the project, selecting the best candidates through interviews and investing in development to create a cohesive, global team. The project has high visibility within the company and clear top down endorsement, with significant emphasis placed on change management and team dynamics.

The RiseNow/Xoomworks partnership follows the 'One Team' approach to delivering transformational change with the client as a single team. The focus is on outcomes, not just technical go-lives.

Initially Xoomworks and RiseNow consultants were often on site, with the Global Project Manager adjusting work hours to provide more overlap between European and US time zones. The COVID-19 crisis has changed ways of working significantly, but Xoomworks and RiseNow reacted quickly, deploying effective remote working techniques, such as Slack channels, Sharepoint and video conferencing. Face to face interaction has been minimised but the project remains on track.

The Results

With a 3-year roll-out schedule, the project is due to go live with the first regions (USCA and EMEA) in Q1 2021, using a global design which has been signed off and accepted by all regions.

Deployment of the new solution will enable the client to hit its performance targets in the S2P space, including usability, functionality, quality of support and cost of ownership, specifically:

- ✅ Strong user adoption
- ✅ Improve spend under management
- ✅ Increased productivity, with invoice payment automation
- ✅ Cost savings from intelligent sourcing and purchasing
- ✅ Global roll-out of a single solution

Following the award of this contract, Xoomworks and RiseNow have been engaged to work with the client in other areas. These include SAP Ariba support and data archiving and Supplier Enablement, with in-house IT teams being backfilled by both RiseNow and Xoomworks Technology staff based in Eastern Europe.