

HiTech Company - Case Study On Procurement Transformation


Make vs Buy | Intake to Procure | Savings Delivery | Contract Management


At a glance

A fortune 500 Hitech company offering storage solutions driving 30% reduction in cost of procurement, together with improving contractual compliance and savings delivery. The company was redefining their intake to procure process to simplify and enhance internal customer satisfaction with procurement process

Key metrics

Across 50+ stakeholders, the team conducted opportunity validation surveys to create a clear savings pipeline. The team took over contract drafting and negotiated over 4000+ contracts across marketing, facilities and IT categories using risk and legal playbooks

 **\$1.5B**
Spend Addressed

 **40+**
Productive resources
in < 60days

 **CTRLSPEND**
Driving Stakeholder Value

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CHALLENGES

The company was engaging with an outsourced procurement provider for the first time and with pressure to improve profitability in upcoming three quarters, the company needed the engagement to be operational and productive within three months of signing the contract

SOLUTIONS

- Change management strategy and implementation
- Redesigned intake to procure process with BIC SaaS tool
- Created category strategy & wave plan for key categories
- Onboarded over 40+ procurement team members across US & India within 2 months
- Assisted in strategic and tactical negotiations on key contracts



Category
Management



Procurement
Operations



Change
Management

BENEFITS

1

Rapid Analytics to Create Opportunity Roadmap

Team delivered a realistic opportunity roadmap through deep analytics of third party spend data. Company's existing tools were used for preliminary analysis and subsequently CtrlSpend's benchmark data was used to identify near term wins and a broader category strategy for key spend categories

2

Process simplification & tech implementation

End to end process flows for each of the procurement processes were baselined and recommendations towards radical simplification were proposed to steerCo. The team assisted in implementation of ServiceNow for Intake to Procure

3

Accelerated team setup & transition from inhouse team

In less than two months after contract signature, a team of 40 experienced professionals was onboarded and productive. This enabled the company to implement the company's broader talent strategy and subsequently deliver on the savings and NPS goals for the year