DELIVERING A SOURCE-TO-PAY TECHNOLOGY SOLUTION FOR A MID-MARKET ORGANIZATION

EXECUTIVE SUMMARY

This mid-market client (under $1 billion in revenue) was relying on an outdated custom source-to-pay technology landscape. They were using inefficient manual processes along with a non-integrated environment that led to lost value, logistical issues, missed orders and frustrated employees. The lack of accurate data and reporting was leading to a reactive order taking procurement environment. As an international company with purchases initiated in several countries, they needed a dynamic system that could support multiple currencies, languages and the unique ordering processes where they worked.

This client thought the power of a best-in-class source-to-pay technology solution was too expensive, too complex and would take too long to deploy – in short, they believed it was out of reach.
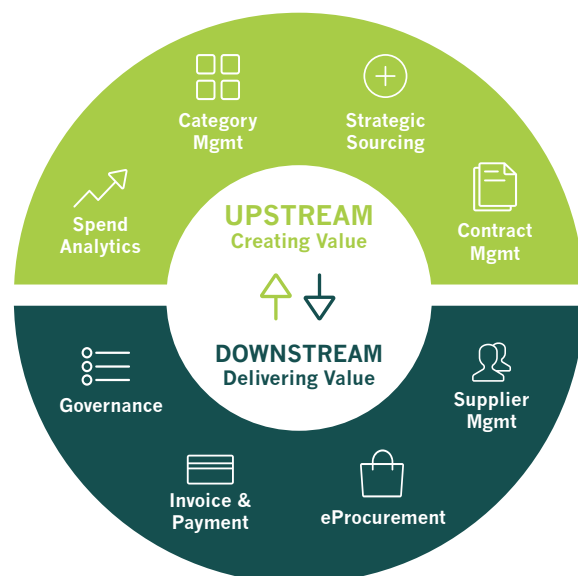
KEY OUTCOMES INCLUDED:

- **Standardized the buying process** across all plants and locations. This helped to bring non-compliant spend under control and give visibility for strategic sourcing.
- **Implemented source-to-pay technology** systems to replace manual processes. The procurement system helped drive efficiencies while improving the end user experience. The client quickly moved away from being reactive and frustrated to a proactive model that improved satisfaction.
- **Embraced international requirements** for tax and invoicing that was essential for the client to manage spend through POs and electronic invoices.
- **Created a plan** to quickly and easily implement additional functionality as the organization matures. This model ensured the client could unlock value as they grow without being forced to learn it all at once.

> "Nitor automated and streamlined our source-to-pay processes with an affordable and fast time-to-value solution designed specifically for our organization."

A privately held grower, packager, and seller of produce.

Delivering Value Across the Source-to-Pay Lifecycle

Category Mgmt
Strategic Sourcing
Spend Analytics
UPSTREAM Creating Value
Contract Mgmt
Governance
DOWNSTREAM Delivering Value
Supplier Mgmt
Invoice & Payment
eProcurement

CHALLENGES

The current state landscape had many issues at the time of engagement:

• Technology was outdated and not integrated. The systems could not scale as the client grew, reporting of data was difficult and inconsistent and a lack of visibility into performance data limited category management and strategic sourcing.

• Inefficient processes meant that approvals took up to a week, and then only select users could send orders to suppliers. This led to rogue purchases outside the system with no way to track them to a centralized budget or cost center.

• Manual practices led to redundant orders, slow order fulfillment and frustrated associates.

• International Purchase Orders required the final tax to be applied on purchase orders for suppliers to be able to generate invoices.

• Contract development, negotiation and management were disjointed and manual.

HOW NITOR'S SERVICES HELPED

Through our collaborative approach, we identified steps to enable the client to progress on their procurement journey:

• Identified best practices for key procurement gaps across the S2P spectrum. An actionable roadmap was created to transform the procurement of goods and services, including approvals.

• Created a plan for implementing these practices within a 10-week deployment.

• Identified a cloud-based solution to replace manual processing and offer access to accurate information and efficient ordering.

• Implemented a system that supported email approvals for requests as well as a mobile shopping experience for end users.

• Enabled catalogs from key suppliers to simplify the buying process and bring more of a consumer type experience to end users.

• Enabled suppliers to receive POs and submit invoices electronically.

• Developed a framework to improve category management, strategic sourcing, contract and supplier management while becoming a proactive trusted advisor to the business.

• Established parameters for data insights and analytics enabling a proactive, innovative procurement environment spanning contracting to logistics to fulfillment.

SUMMARY OF RESULTS

The key **objectives** of our partnership with the client included:

• Decreased the **Request to PO time from 5 days to 1 day** by implementing email and mobile request approval.

• Ensured that all suppliers receive **Purchase Orders electronically** in the same format.

• **Decreased number of suppliers by 5%,** building competitive contracts with proven partners.

• Allowed employees to **focus on their jobs,** not struggle with inefficient processes.

• **Deployed the solution with all suppliers within 10 weeks of project kickoff.**

Contact Nitor today for your roadmap to Procurement excellence.

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