

# Digital Procurement

Technology to provide a  
competitive edge for procurement  
and supply chain management

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## Digital Procurement

Enables the companies to absorb the current business challenges and requirements as:

**Digitization**

**Agility**

**Economic &  
Geopolitical  
Uncertainty**

**Resilience**

**(De-)Glo-  
bali-zation**

**Flexibility**

**Age of  
Divergence**

**Robustness**

addressing the key Digital Procurement Imperatives:



Accelerate digital & technology impact



Align costs with business strategy



Create easy access for your clients



Create and grow supplier competition



Navigate risk and regulatory complexity



Optimize deals using new business models



Secure strong supplier collaboration



Stimulate innovation with new digital products and services



Strengthen trust and transparency



Transform human capital



Unlock data possibilities



Drive Technology beyond Digital



## Technology supporting Procurement

A range of Technology Solutions are now available to support core procurement processes. Each of these elements can be supported by an eProcurement solution.



### Analyse

- Spend Analysis
- Reporting
- Category planning
- Supplier Scouting



### Source

- RFx requirements gathering
- eRFx / eAuction Evaluation
- Supplier Selection & Awarding
- Saving tracking



### Contract

- Authoring
- Collaboration
- Lifecycle
- Archiving



### Enable Suppliers

- Supplier Onboarding
- Supplier Qualification
- Supplier MD management



### Procure

- Requisitioning & Ordering
- eCatalogues management
- Receiving goods
- Accepting services



### Invoice & Pay

- Self service Invoicing
- 3 Way-match
- Exception Management
- Ok to pay
- Dynamic Discounting



### Manage

- Relationship Management
- Supplier Risks & Performance
- Supplier Rating
- Improvement Plan

End to end  
Source  
to Pay





## Procurement technology trends

The evolving technological trend is to transform a “monolithic ERP platform” that covers all business activities, in an “IT hub” integrated with best-of-breed applications for key business processes management.

On premise core ERP is reducing in footprint with some core functionality such as P2P moving to the cloud.

Many organizations are looking beyond P2P at S2P solutions – Source to Pay – encompassing elements such as eProcurement, eInvoicing, AP automation etc.

**90%** + of new eProcurement solution implementations are cloud based, due to benefits around agility, upgrades, collaboration and innovation.

The “User experience” is no longer a nice to have. In the digital age – it is (and should be) the number 1 requirement for clients.

Major organizations are looking at “full suite” solutions with point solutions tending to be selected where decision making is led by individual departments.

Minimal user training, to maximize adoption, is a key requirement.



## Our capabilities

▶ Deep understanding of how Technology impact on people, process and data across a procurement organization.

▶ Insight into how investment in Technology ensures that Procurement can meet the needs of its customers.

▶ Appreciation of the complexities within Technology landscapes and the impacts of change.

▶ Extensive experience in requirements gathering, process design and business case development.

▶ Use of global network to bring specialist knowledge on eProcurement solution implementation and refresh.

▶ +5 «live »projects in less than a year and across different industries.

▶ In depth knowledge in Source to Pay, Contract Management and Supplier Management.

▶ Strategic Alliances and Partnerships with eProcurement Providers.



## Our Methodology

A typical project would include four phases:

1. As is analysis and initial high level business case creation.
2. Detailed to be process design and functional specification development.
3. Sourcing and final business case sign-off.
4. Implementation of technology & processes.

|                | 4-6 weeks   | 8-12 weeks   | 12-36 weeks   |
|----------------|---|--|---|
| Phases         | <b>Strategy, governance, process design and requirements development</b>  | <b>Sourcing &amp; Business Case sign-off</b>   | <b>Implementation and integration, continuous improvement</b>   |
| Key Activities | <p>Outline business readiness and requirements for change.</p> <p>Complete Level 4 “To Be” process design work for all scope areas.</p> <p>Develop detailed functional and non-functional requirement documentation.</p> <p>Assists with the market engagement and ITT pack development.</p> <p>Confirm user experience requirements in terms of portals and enabling technology.</p> <p>Review systems high level plan and agree phased approach to technology change.</p> <p>Agree sourcing evaluation approach and matrix.</p> | <p>Issue tender pack to the market.</p> <p>Manage supplier presentations, clarifications and responses.</p> <p>Analyze detailed supplier proposal and develop sourcing recommendation paper.</p> <p>Engage key stakeholders around review of the sourcing paper.</p> <p>Design &amp; test portal.</p> <p>Prepare for forthcoming change - begin to develop detailed documents, approach to implementation, user acceptance training approach, super user family developed etc.</p> | <p>Program manage the introduction of the new technology and processes.</p> <p>Provide change management support to embed the new technology and processes.</p> <p>Act as the commercial interface between the new technology suppliers.</p> <p>Co-ordinate the process / technology testing and pilot activities with the super use group.</p> <p>Facilitate the delivery of the technology training program.</p> <p>Complete any process refinement design work that may be required.</p> |
| Outcomes       | <p>Spend Visibility tool implemented.</p> <p>“To Be” Process design complete.</p> <p>Detailed requirements gathering complete.</p> <p>ITT pack for issue to market.</p>   | <p>Evaluation of responses.</p> <p>Sourcing recommendation.</p> <p>Preparation for implementation complete.</p>  | <p>Detailed program plan.</p> <p>First phase of implementation complete.</p> <p>Initial testing &amp; training complete.</p>  |



## Agile Implementation Approach

### Discovery



- Opportunity assessment (identify benefits).
- Contribute to business case (case for change).
- Operating model improvements.
- Confirm program plan, project scope and mobilize project team.
- Review technical infrastructure.
- Interview key stakeholders.

### Design



- Conduct requirements gathering / validation workshops.
- Conduct training for project team.
- Define future state business processes.
- Create and review blueprinting documents.
- Design review sessions with key stakeholders.
- Finalize deployment approach.

### Develop



- Develop and test interfaces, reports and forms.
- Create and review technical specifications.
- Develop ETL/ data conversion plan and specifications.
- Prepare and conduct unit and integration testing.
- Prepare end user training plan and training materials.
- Conduct readiness assessment.

### Deploy



- Deliver end-user training to support organization.
- Convert production master data.
- Go-Live verification meeting.
- Conduct Quality Gate Review.
- Support post go-live stabilization.





## Track record globally

**1.200+**

PwC Procurement  
specialists globally

**400+**

Projects with  
Sourcing Savings

**800+**

Total number of  
Procurement Projects

**200+**

Projects implementing new  
procurement organisations

**20+**

Digitisation and  
RPA projects

**25+**

Countries where we have  
implemented cloud solutions

# Contacts

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