

tsm

spend management done right

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TSM - Touchstone Spend Management - is a team of out-and-out **specialist Procurement consultants**.

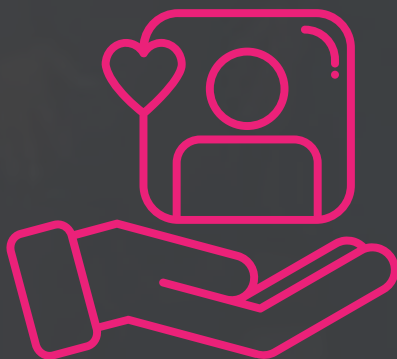
Our experts listen to a client's challenges and goals, translate them into procurement processes and software modules, advising on best practice, and then implement a procurement platform solution **to best match your requirements**, time, budget and/or resources, knowing that at least one of those will be key to any success.

Our preferred role is that of implementation partner, where we **plan, scope and design together** and share the challenges, goals and the outcomes.

We like to apply our experience through the **recommendation of best practice** wherever possible, with as limited an amount of customisation as possible – enough to make it function swiftly and easily without creating 'a work of art'.

We know how to **keep-it-simple** and have methodologies and fast-track plans based on standard use cases and packaged deployments. We have the experience and the real-life pragmatism to advise and shape a project, rather than simply setting out to execute a wish-list. To that end, we do expect to challenge what we may see as old behaviours or the carrying over of poor practice into your new platform.

We understand that every business is just a little different from the next and that the people who will be users of the system can make or break a deployment. A system can only be thought fit for purpose if it considers the likelihood **of successful adoption by the user base**. That is why our consultants are business-process focused and provide best practice guidance over simply being software people; they understand that, just because you can do it a certain way, it doesn't mean you should.



**Founded in
1982**



**over 400
customers**



**155
employees**



**12 Ivalua implementations
over 3 years**



**Ivalua and CIPS
certified Team**



**26
employees**



**UK based with plans
for expansion in 2024**



**2021 Ivalua's
Partner of the Year**

- **procurement advisory – art of the possible**
- **existing procurement system health check**
- **requirements workshop**
- **design consultancy**
- **software configuration**
- **integration development**
- **platform deployment**
- **system hypercare**
- **continuous process of improvement**

Our Implementation Methodology follows a **proven approach** taken in all our projects and is based on a core set of values. These values combine a detailed knowledge of our customer and their business requirements with a broad range of experience, skills and knowledge taken from implementing Integrated Spend Management platforms.

Our team of practitioners guide you through the **end-to-end process**. We will look for quick wins as deliverables from any project; no one wants to see their time, resource and investment disappear into a black hole for a year. Also, big bang rarely succeeds. Together we will explore how you can roll out the system in a phased approach, starting with the core process needs that underpinned the main business case, and with subsequent phases delivering the extra value-add or 'nice to have' functions.

Our project team will consist of **highly qualified and fully certified procurement consultants** who understand procurement best practice. First step in the project, we have a joint kick-off to establish your goals for success, resources, timelines and metrics, as well as providing project governance and risk assessment. Then we will capture your requirement for the 'to-be' business processes, advise you on best practices, and start designing your configuration, integrations and reporting needs.

We help you plan and run User Acceptance Testing and end user training and then, once fully tested, we will take you to go-live and ensure we stay close by for those critical first few weeks. We have options for post go-live hypercare to ensure you continue to have access to the same team that configured and delivered your system.



- 1 We are an **honest, fair, open and tolerant organisation**, who applies the same to our customers, suppliers and those in the wider community
- 2 We are an **equal opportunities** employer who believes everyone has the same rights, their views and beliefs are **respected** and who will be **listened to in confidence**
- 3 We have a culture **that encourages personal development** and **success** for all staff
- 4 We are committed to the highest standards of **decency, dignity and justice**
- 5 We are committed to supporting **highest environmental standards** no matter where and in which country we conduct our business

a selection of the organisations that trust our work



tsm

ivalua implementation customers



tsm

thank you!

visit us at tsmconsulting.uk



Peter Layzell

Head of TSM

peter.layzell@touchstone.co.uk

+44 7714 899775