



Procurement Transformation:

Shaping the Procurement function of tomorrow



Sumit Nurpuri
COO, Southeast Asia





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Shaping the Procurement function of tomorrow

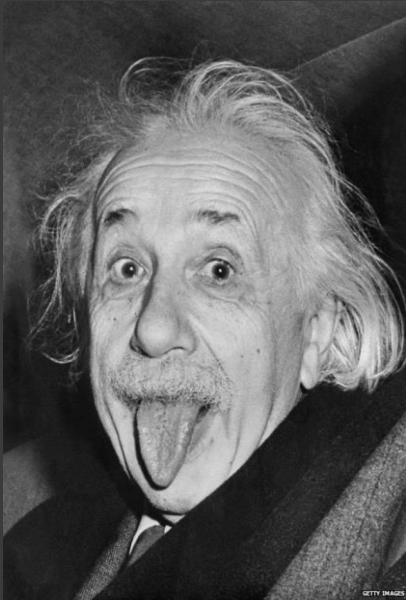


Anselm Wong Wei Chuen

Senior Project Manager, Procurement Dept
Axiata Group Berhad



Evolution ... Transformation ... Change



"Insanity is doing the same thing over and over again and expecting different results"
~ Albert Einstein



evolution

/ˌiːvəˈluːʃ(ə)n, ˈɛvəluːʃ(ə)n/

noun

1. the process by which different kinds of living organism are believed to have developed from earlier forms during the history of the earth.
synonyms: **Darwinism**, **natural selection**
"early ecologists were not interested in evolution"
2. the gradual development of something.
"the forms of written languages undergo constant evolution"
synonyms: **development**, **advancement**, **growth**, **rise**, **progress**, **progression**, **expansion**, **extension**, **unfolding**; **More**



transformation

/ˌtrɑːnsfəˈmeɪʃ(ə)n, trɑːnsfəˈmeɪʃ(ə)n, trɑːnzfəˈmeɪʃ(ə)n, trɑːnzfəˈmeɪʃ(ə)n/

noun

1. a marked change in form, nature, or appearance.
"British society underwent a radical transformation"
synonyms: **change**, **alteration**, **modification**, **variation**, **conversion**, **revision**, **amendment**, **metamorphosis**, **transfiguration**, **evolution**, **mutation**, **sea change**; **More**
2. **MATHEMATICS • LOGIC**
a process by which one figure, expression, or function is converted into another one of similar value.



change

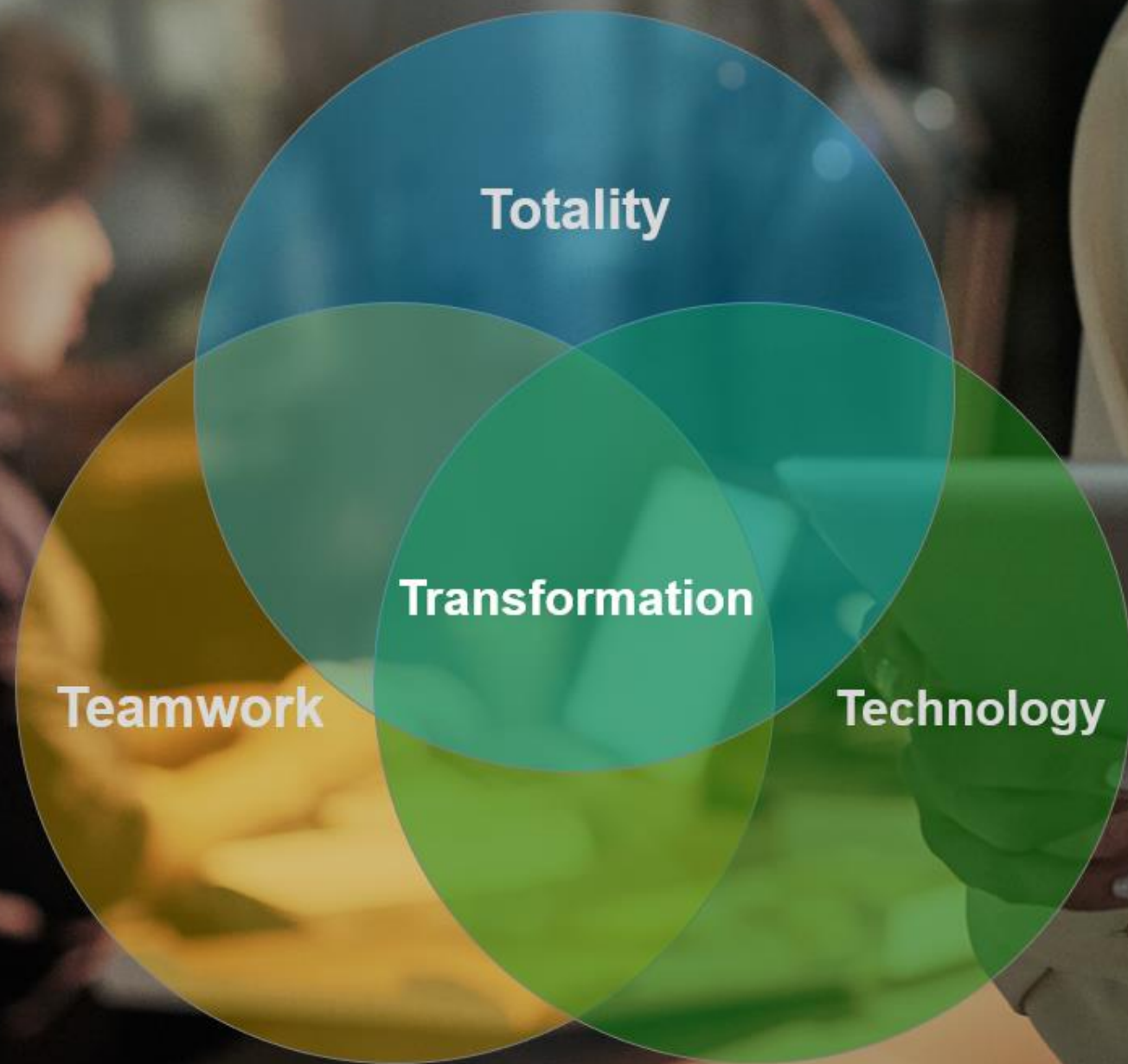
/tʃeɪn(d)ʒ/

verb

1. make or become different.
"a proposal to change the law"
2. take or use another instead of.
"she decided to change her name"

noun

1. an act or process through which something becomes different.
"the change from a nomadic to an agricultural society"
2. coins as opposed to banknotes.
"a handful of loose change"
synonyms: **coins**, **loose change**, **small change**, **cash**, **petty cash**, **co**
hard cash, **silver**, **copper**, **coppers**, **gold**; **formal specie**
"sorry about the note—I've no change"

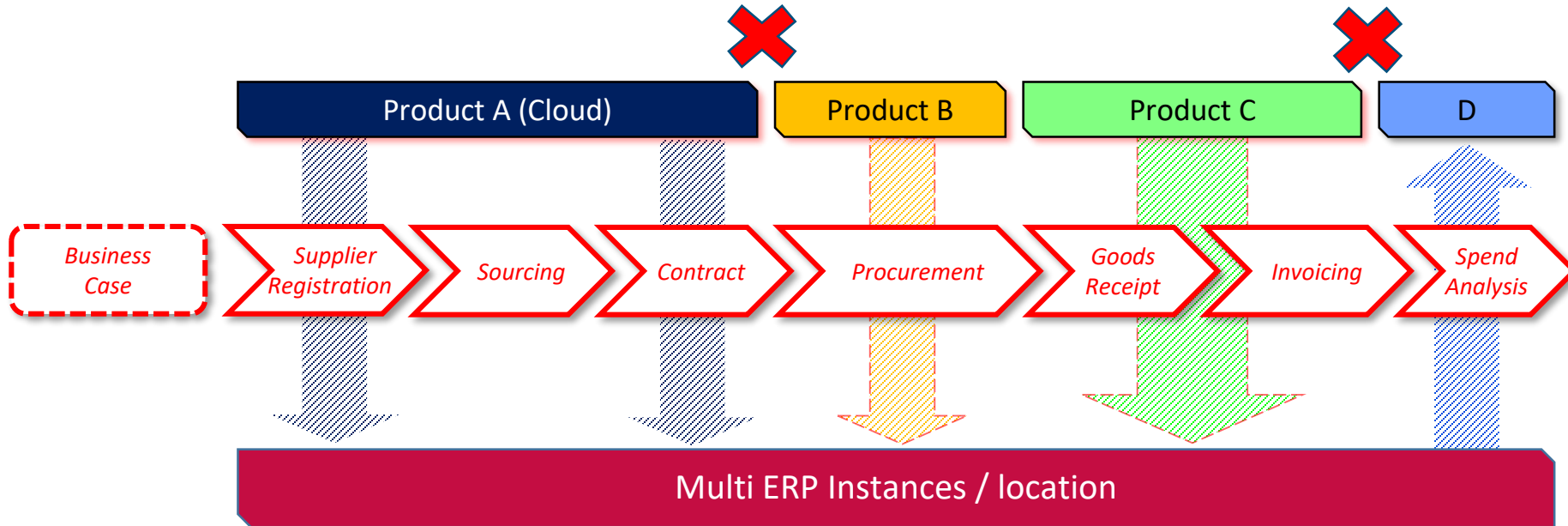


Totality





Totality – Old Landscape (Fragmented)



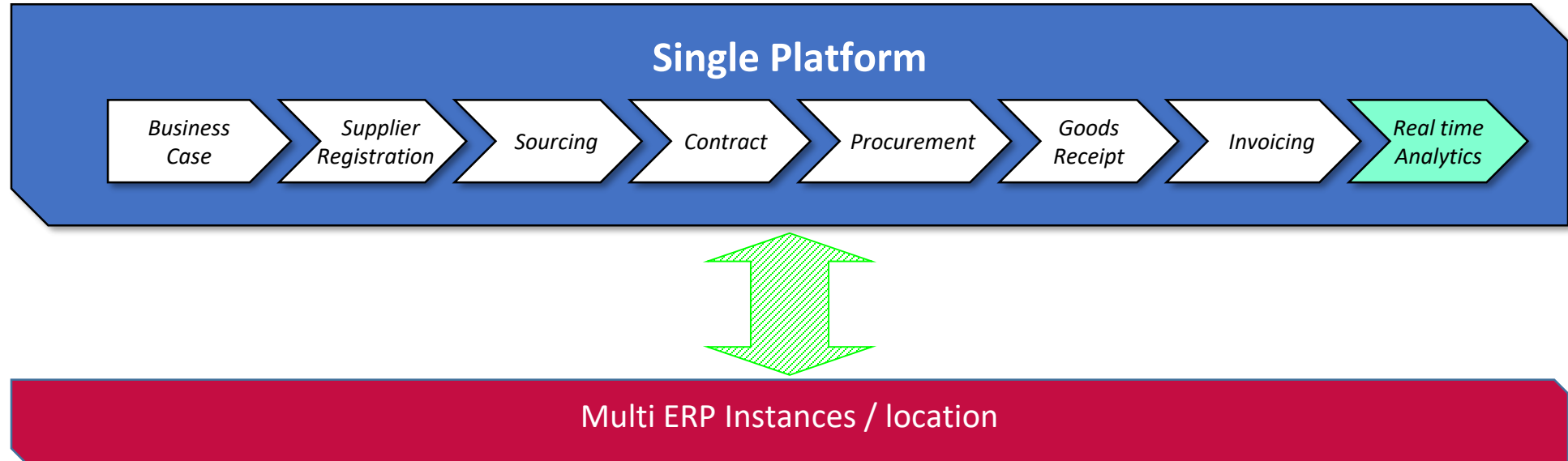
Complex platforms & non-standard integration

Challenging spend & process visibility

Challenging audit trails

Difficult process for users and suppliers to engage with

Totality - Current Landscape (Seamless)



Single platform, standard integration

End-to-end spend & process visibility

Interlink audit trails

Real time visibility allowing us to become more strategic

Technology





Key Criteria

- Simplicity - For all stakeholders (Suppliers, Business Users, IT & Admins)
- Measurable – proven metrics (References)
- Growth - Partner that was future proof, always innovating
- Data (Long Term Value) - Real Time Analytics and AI

Technology - Simplicity

Simplicity

Easy for all users, minimal IT intervention post go live, easy configurations by procurement with no coding

axiata

DAVID | BASKET 0 | HELP

Expenses

Headset


Can't find what you need? Write a **Freeform Request** »

Comparing 0 Items

Results

Relevance


☒ **Jabra Evolve 75** ★★★★★ Preferred

 from Active Technology Indo

The Evolve 75 is a wireless headset with superior Active Noise Cancellation and integrated busylight to enhance your productivity. Dual connectivity to two Bluetooth® devices allows you to take [\(read more...\)](#)

2,536,536.00 IDR / Each 1 [Add to Basket](#)

☒ **Plantronics CS70N Professional Wireless ...** ★★★★★

 from Active Technology Indo

Plantronics CS70N Professional Wireless Headset System - 70450-06

3,279,129.00 IDR / Each 1 [Add to Basket](#)

jpcloud.com/user/home#

1 June 2020

*Illustration Only

Technology – KPI's, AI and Big Data



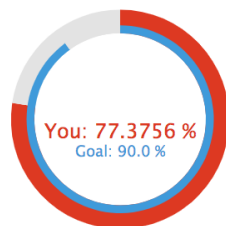
Measurable

Best practice metrics used across the community out of the box

Insights Reports Procurable Spend Spotlight Analytics Dashboards

Pre-approved Rate by Invoice Count (PO-backed)

[View All Recommendations](#)



Recommendations

- ☒ Increase catalog coverage to provide buyers relevant options during requisition creation. [Assign Task](#) [Catalogs](#)
- ☒ Update Buying Policies: Consider adding policies around no PO, no Pay. [Assign Task](#) [Buying Policies](#)
- ☒ View "Approved non-PO Invoices" report on Invoice for opportunities to put those items on catalog. [Assign Task](#) [Invoices](#)
- ☒ Review what users are searching for and increase catalog or punchout coverage for those items. [Assign Task](#) [Search Analytics](#)

Completed Recommendations

- ☒ Maximize spending on catalog items by adding punchouts for your top suppliers. [Punchouts](#)
- Due Date 30/11/17 Assigned to Strategic Sourcing Status Completed [View Task](#)

Prescriptive Big Data

Real time AI benchmarks with insights and recommendations

You	Your Goal	Your Trend	Leaders
25.96%	50%		80.73%
73.03%	50%		91.84%
12.12%	10%		21.74%
93.29%	90%		98.07%
77.38%	90%		99.10%

98.80%	90%		94.36%
88.18%	90%		97.53%
92.64%	80%		76.24%
83.50%	80%		86.14%
33.93%	80%		87.99%
6.50%	80%		88.29%
0.38 Days	2 Days		0.5 Days
5.62 Days	5 Days		1.17 Days
1.31 Days	2 Days		0.85 Days
1.35 Levels	1.0 Levels		**1.06 Levels

*Illustration Only



The screenshot displays the Coupa Community interface. At the top, there's a navigation bar with 'HOME', 'CATEGORIES', and 'ABOUT' links, a 'NEW POST' button, and a search bar. A user profile for 'Anselm Wong' with 1,014 points is shown. Below the navigation bar is a search box with the placeholder text 'Have an idea or feedback? Search and post here.' The main content area is titled 'Conversations' and has tabs for 'ALL', 'QUESTIONS', 'IDEAS' (which is selected), 'PRAISE', and 'ANNOUNCEMENTS'. Under the 'IDEAS' tab, there are filters for 'Implemented (1038)' and 'Number of Replies'. A list of ideas is shown, including 'Remove To-Do List Notifications If No Longer Applicable' by Alex Schultz and 'Limit the Invoice Number field to maximum number of charaters' by Steve Taylor. A sidebar on the right features a green announcement box stating '1000 Implemented Ideas!' and a section titled 'Using the Community' with a welcome message.


HOME CATEGORIES ABOUT NEW POST Have an idea or feedback? ... Q Anselm Wong 1,014 Points

Have an idea or feedback? Search and post here. Q

Conversations


ALL QUESTIONS **IDEAS** PRAISE ANNOUNCEMENTS

Implemented (1038) Number of Replies Conversations 1 - 20 of 1038




Remove To-Do List Notifications If No Longer Applicable
We have had several users get confused in regards to their To Do's list in Coupa. When some...
Alex Schultz, 4 years ago · Last reply: Jaime Wyrick, 1 week ago

Idea · Implemented 61 41



Limit the Invoice Number field to maximum number of charaters
From: Steve Taylor Company: SCI The ability for the administrator to limit the invoice numb...
Community Manager, 5 years ago · Last reply: Tim Durkin, 8 months ago



1000 Implemented Ideas!

We just crossed 1000 Implemented Ideas on the Community! Thanks everyone for your ideas and spirit of collaboration! Quite a milestone.

Using the Community

Welcome to the Coupa Community, where you can engage with other Coupa customers, partners, product managers, and the Coupa success team.

Feel free to browse around or post a question or idea, but if you have a specific problem with your Coupa instance, submit a

Growth & Community

1000+ Community ideas implemented, 5 enchantment release

The customer's voice is heard

Teamwork





Supplier (Partner)

PARTNERSHIP, not a System Implementer.

Consistent track record with the customers continuous engagement.



Internal

Executive sponsorship & active engagement critical.


Cross business ownership & accountability.



External

Coupa community knowledge & discussion platforms.

We are subscribing to a community, not a technology.



We need to change our approach & understanding from on-prem to cloud

Category	Value
Joe	11
Justin	15
Sena	9
Taylor	14
Unlabeled	21



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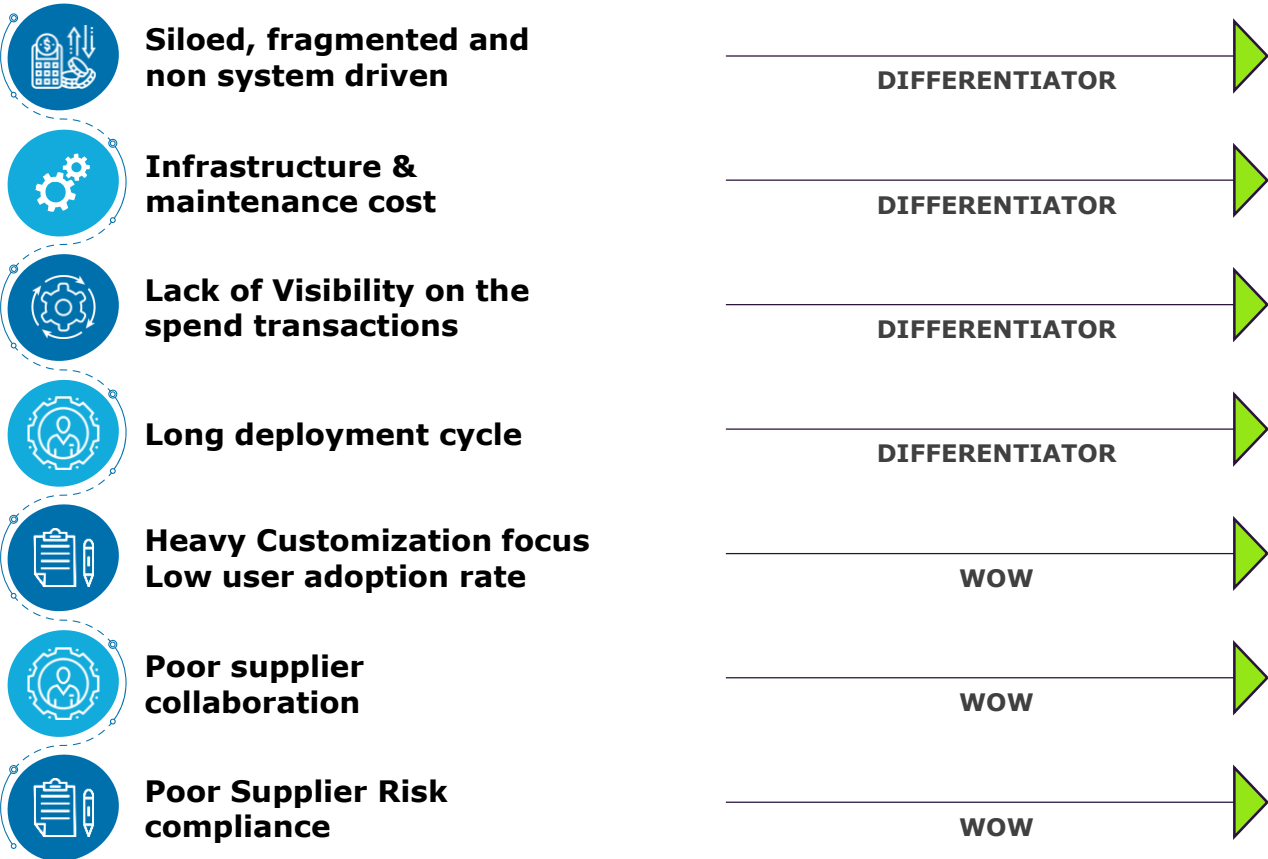
Balamurugan D

Procurement Transformation Expert



Some of the Differentiator and WOW factors between Legacy on premise Procurement system vs. Cloud based solution

ON-PREMISE SOLUTION

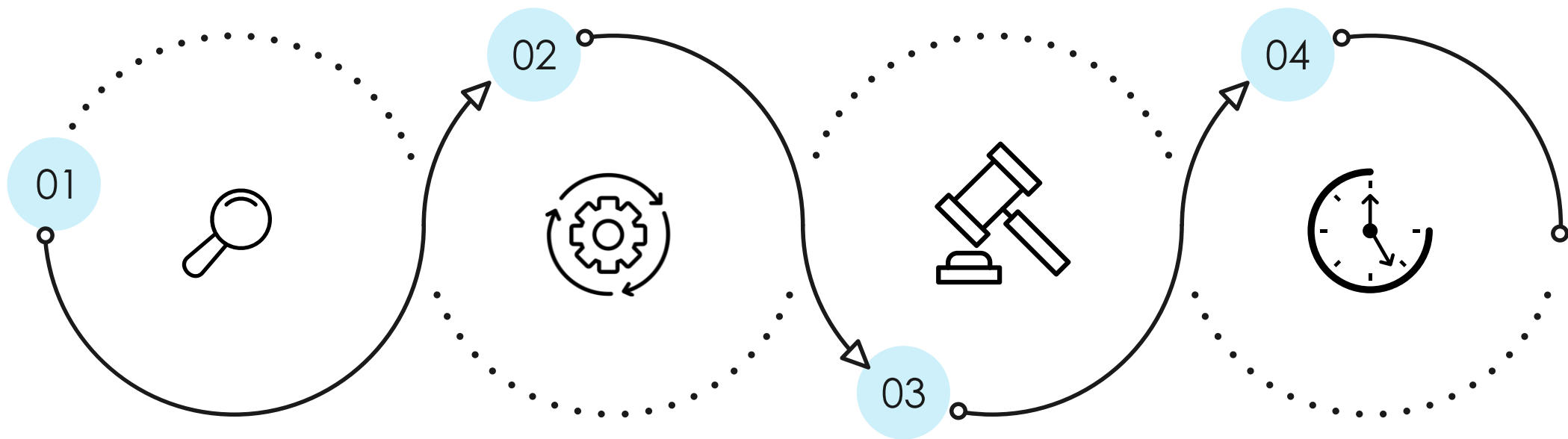


CLOUD SOLUTION



NEED TO ADOPT A DIFFERENT APPROACH TO CLOUD SOLUTION DEPLOYMENT

Key challenges in Legacy Procurement system



Lack of visibility & control across all types of spend within the organization

Unrealize negotiated savings by not having a streamlined contracting process

Non Compliance to constantly changing local laws and regulations

Low process & operational efficiency, due to legacy P2P applications

IMPACT

Maverick Spending

IMPACT

Lost Cash Savings to the Business

IMPACT

Failed Audits/ Unexpected Fees

IMPACT

Manual Processes & More Paper work

Three different approaches moving the Procurement system from Legacy to cloud solution

SYSTEM BACKBONE CHANGE

**An all new implementation. New system.
New Processes.**

- + New system & New Processes
- + Flexibility to Re-engineer existing processes
- + Curated Leading industry Best Practices
- + Single source system
- Long time to Implement
- Cost Factor
- Change Management
- Data Migration

ENABLEMENT BY BPM & RPA

Powered by BPM & RPA

- + Leverage the existing legacy system
- + Fast & Automate the process
- + Cost effective
- Infrastructure dependency
- Legacy system limitation
- Multiple source system

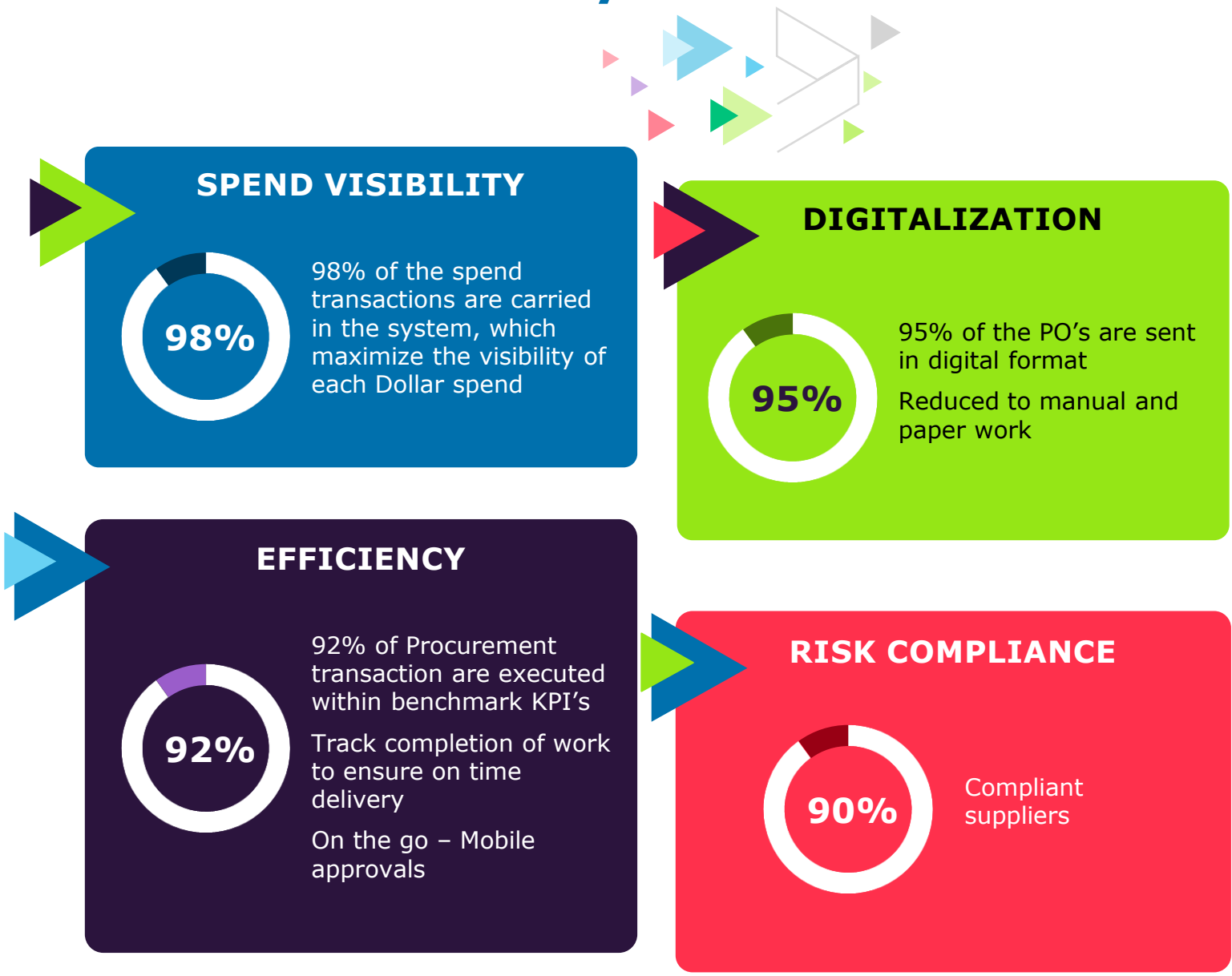
UP STREAM OR DOWNSTREAM CHANGE

Transform S2C or P2P to SaaS

- + New system & New Processes
- + Flexibility to Re-engineer existing processes
- + Curated Leading industry Best Practices
- Infrastructure dependency
- Legacy system limitation
- Multiple source system

ADOPT THE APPROACH, WHICH SUITS YOUR ORGANISATION NEEDS..

Benefits to moving to cloud based Procurement system





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Andrew Milroy
Principal Advisor
Ecosystem



KEY PROCUREMENT TRENDS

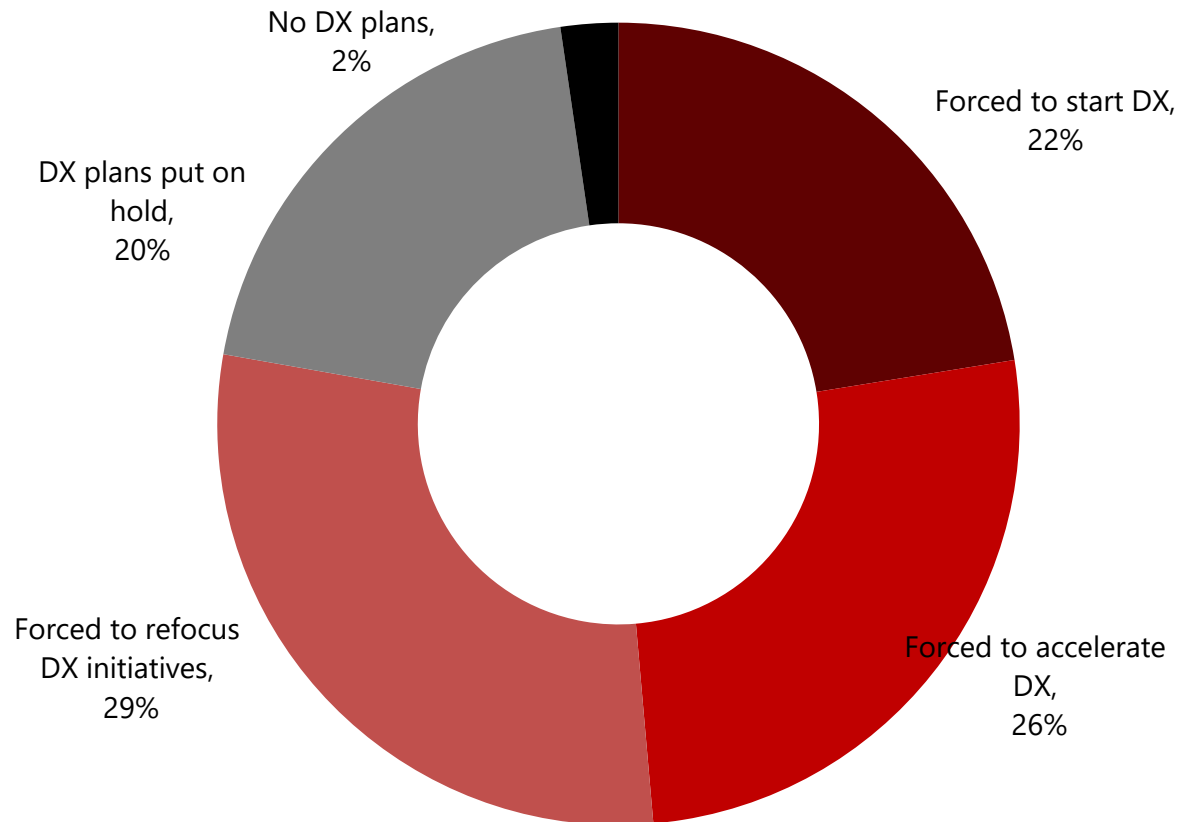
PRESENTED BY:

Andrew Milroy

Principal Advisor, Ecosystem

9 June 2020

Impact of COVID-19 on Digital Transformation (DX)



78%

WORKING ON DX NOW!

Singapore

29%

ACCELERATING DX

22%

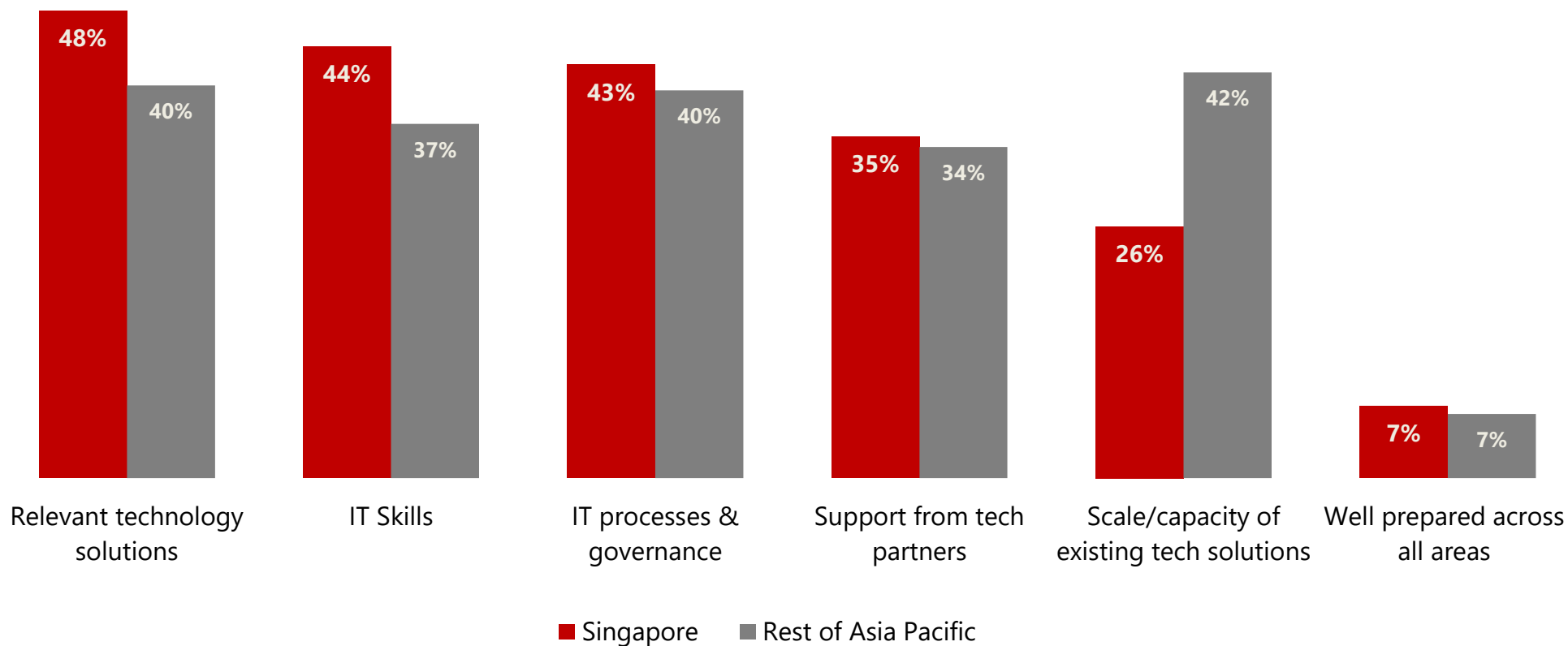
**REFOCUSING DX
INITIATIVES**

N=432

Source: Digital Priorities in the New Normal

Areas Where IT Was Unprepared

Areas where IT environment was not prepared to handle the changes caused by COVID-19



Multiple Responses

N=432
Source: Ecosystem Study - Digital Priorities in the New Normal, June 2020

Key Procurement Trends Today



COVID-19 is causing massive disruption to supply chains and BCPs have been inadequate – global nature of the pandemic was rarely considered



Lack of digital engagement with many small and medium sized suppliers – change being forced on smaller suppliers



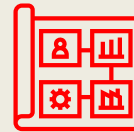
Supplier diversification is required with more emphasis on local suppliers



Greater visibility into supply chains is needed as well as risk models – importantly inventory planning



Advanced analytics are now key



Intelligent automation and cloud become essential



Thank You

For further enquiries, please contact:

Andrew Milroy

Principal Advisor

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ECOSYSTEM ADVISORY

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E info@ecosystem360.com



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Hj Ahmad Zamri b Hamdan

Head, Procurement and Supply Chain Dept
Tenaga Nasional Berhad





TNB Company Profile

Tenaga Nasional Berhad (TNB), also known as Tenaga Nasional, is the only electric utility company in Peninsular Malaysia and also the largest publicly-listed power company in South East Asia with 9.2 million customers in Peninsular Malaysia, Sabah and Sarawak

Hj Ahmad Zamri b Hamdan

Head – Hub Functional Department, Procurement and Supply Chain Division

About the Procurement Cycle Digitization (PCD) project

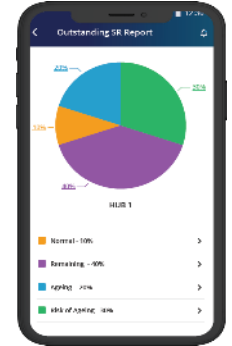
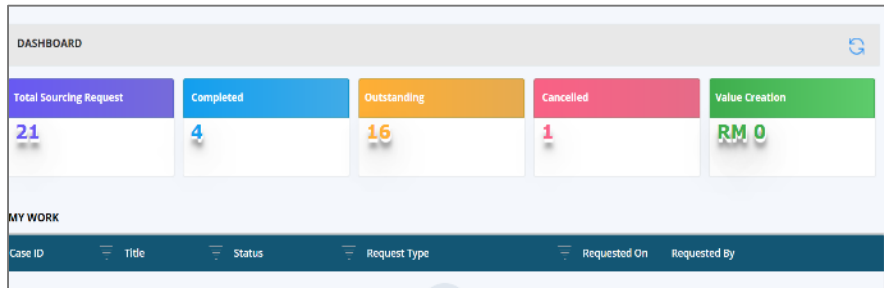
Complete procurement management platform that facilitates and guide the E2E Procurement Life Cycle Process via Business Process Management System (Powered by Pega BPM Suite)

TNB embarked on an Integrated Plan (i)PCD to unify the services and workflow for the Procurement and Supply Chain (P&SC) Unit

CHALLENGES

- Manual Intervention
- Paper Intensive
- Poor data quality
- Lack of E2E visibility
- No aligned tracking
- Data Redundancy

INCEPTION – PCD 1.0



2019 - 2020

2018

Sourcing Management
Scrap Management

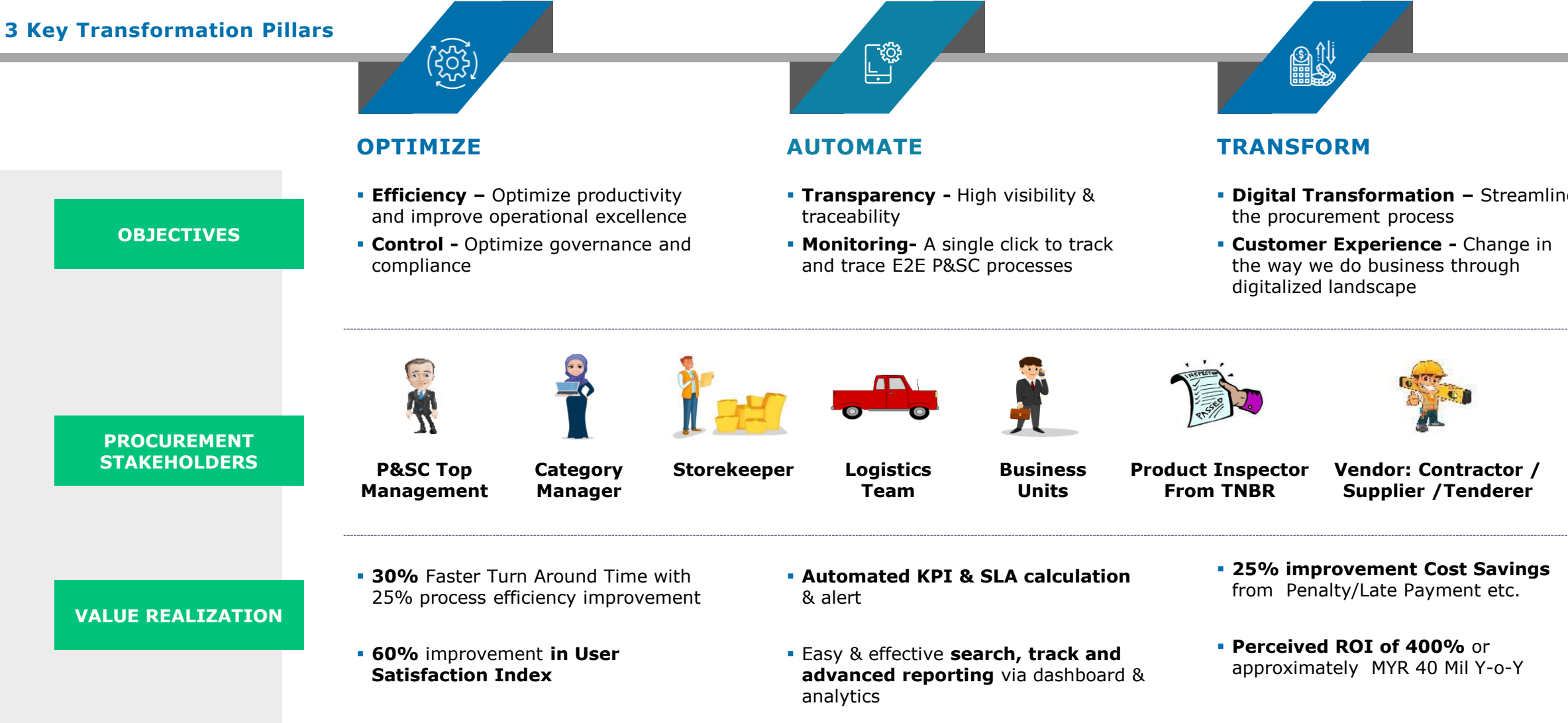
Logistics Management
Material Management

Product Inspection
TRACES

Procurement Cycle Digitalization (PCD) is an envisioned unified digitized omni-channel platform (web & mobile) to facilitate and support the end to end Procurement and Supply Chain lifecycle process landscape



This program (iPCD) has brought in multi-level efficiencies for the entire value chain with an overall ROI of 400% for TNB





The **focus on regular communication** as part of the change management activity has given the wings to team's vision and is a **clear winner for platform adoption**

WE COMMUNICATE



Posters & Buntings

Bulletin

Brochure & Info Card

Live Webinar



The team engagement at various levels from multiple business units to technical teams and the front end executives is appreciated and **adoption rate improved month on month**

WE ENGAGE



**Head of Departments/Units
(HOD/HOU) Engagement**

C – Suite Engagement



Training through TTT, Online sessions and e-learning modes are effort intensive but added value **with limited support channels, while being agile**

WE TRAIN



Train the Trainer (LPRs)



Business User training



e - learning Videos



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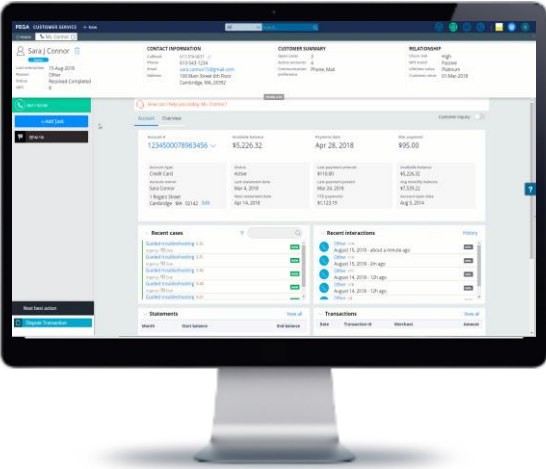


Vaibhav Gupta

Process Automation Lead, Southeast Asia



Core processes can be simplified using a unified BPM and automation platform architecture, keeping the backend legacy systems in-place



PROCESS AND SERVICE MANAGEMENT AS BACKBONE

Dynamic Process Orchestration

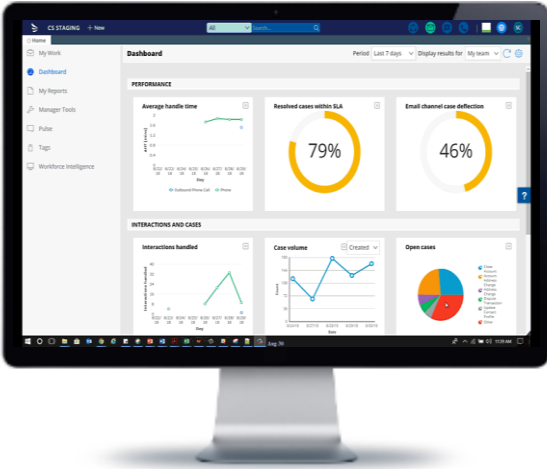
SLA Driven



DIGITAL PROCESS AUTOMATION

6R- Receiving, Routing, Reporting, Responding, Researching, Resolved

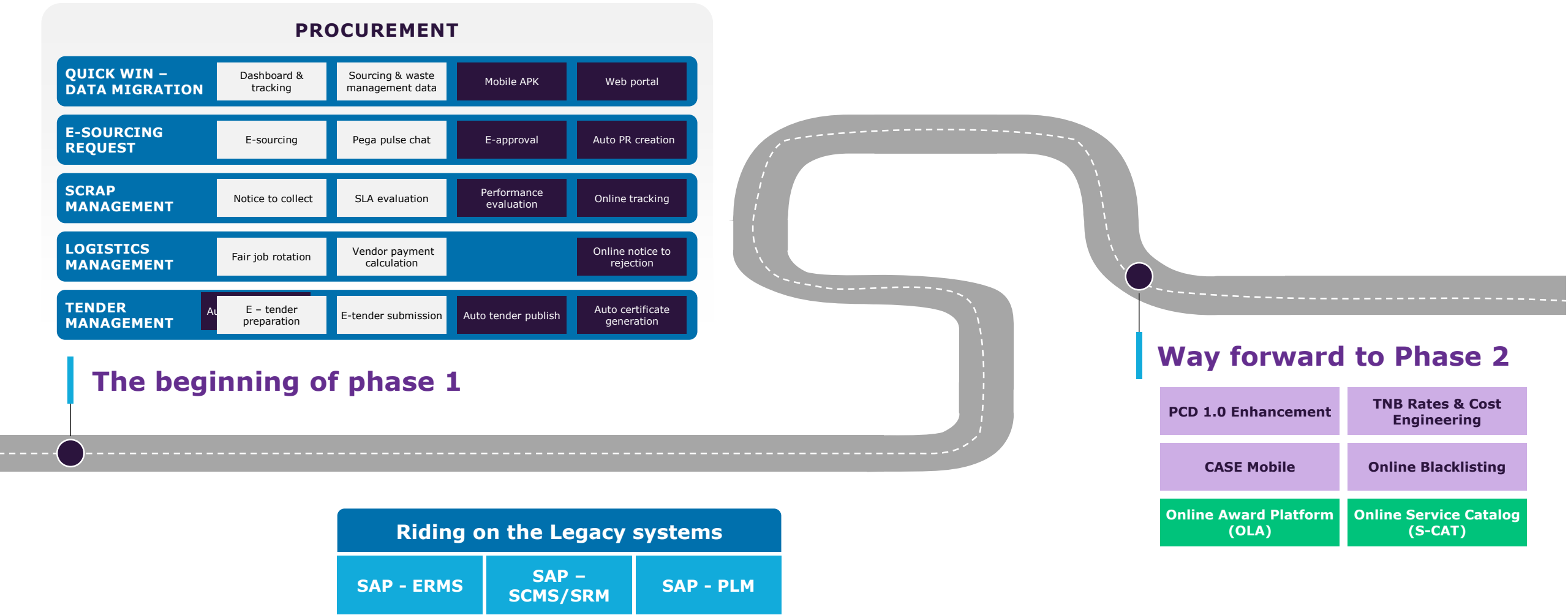
Multi dimension business rules management



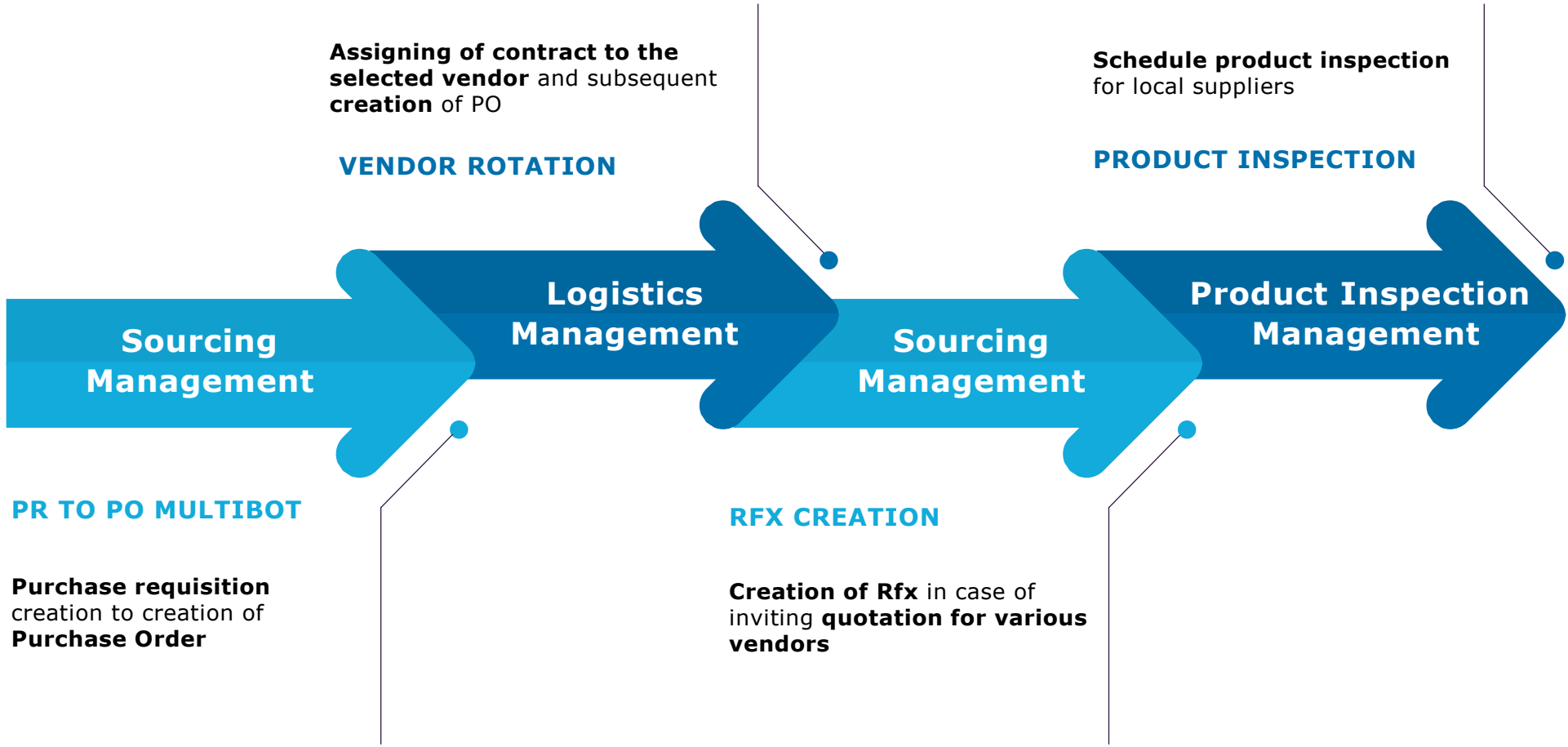
ROBOTICS, AI AND WORK INTELLIGENCE

Straight-through processing

AI based workforce intelligence models



Seamless integration with Robotics improved the overall operational efficiencies for the P&SC business team



1,346 PR's/Day In PR to PO Multibot	150 PR's/Day In Vendor Rotation	3 FTE Savings In RFX Creation	1,000 Lots/Month In Product Inspection
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Q&A Session

Ask your questions now
via the Chat feature on
the GoToWebinar tool



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Get in touch

Send an email to one of our experts

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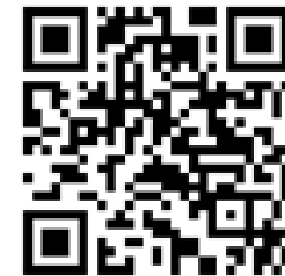




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