

# NCELL MODERNIZES AND STREAMLINES ITS BUSINESS SPEND MANAGEMENT

In partnership with Capgemini, Ncell deploys various Coupa modules to speed up, streamline, and simplify its procurement processes to keep pace with growth.

## Ncell digitizes its operations to create a brighter digital future

Ncell is the largest mobile operator in Nepal and a subsidiary of Axiata Group Berhad, a leading telecommunications group in Asia with a strong presence all across the region. Committed to building a best-in-class mobile network experience, Ncell is constantly working to achieve its goals of connecting the entirety of Nepal through its network and providing high-quality modern services that deliver better value for its customers and partners.

To take the country towards a brighter digital future, Ncell decided to accelerate its digital transformation by partnering with Capgemini, starting with a complete overhaul of its procurement landscape to drive operational excellence and cost savings. The Nepal-based mobile operator understood that its legacy, on-premises procurement landscape was no longer able to support its evolving business needs. Complex manual processes coupled with a lack of pre-negotiated contracts had greatly increased the company's business expenditures. Ncell's legacy procurement system also made it difficult for its teams to analyze their spend effectively due to fragmented processes, which made reporting cumbersome.

To overcome these challenges, Ncell chose to embark on a procurement transformation journey with Capgemini, which offered strong technical capabilities and a proven track record of delivering high-quality, customer-first experiences for its clients across the region, as demonstrated by its strategic partnerships with several operating companies in the Axiata Group.

## Overview

**Client:** Ncell Axiata Limited

**Region:** Asia Pacific

**Industry:** Telecommunications

### Client Challenge:

Ncell wanted to streamline its operations and capitalize on savings by breathing new life into its business spend management system

### Solution:

As a strategic partner of Axiata Group, Capgemini helped Ncell digitize its procurement landscape to achieve more efficiency, visibility, and savings

### Benefits:

- Better visibility and control over business spend
- Streamlined operational processes
- Enhanced data analytics and reporting
- More informed decision-making and reduced risk
- Increased user adoption rates





## Designing a futureproof digital platform to unlock greater cost savings

To design and deploy a best-in-class procurement system for Ncell that would meet its precise business requirements, Capgemini conducted a business process alignment workshop and performed a deep-dive into the company's existing procurement landscape. Fueled by these insights, the partners chose to implement Coupa's Source-to-Pay (S2P), Supplier Information Management, and Advanced Analytics modules into Ncell's existing SAP ECC system.

Ncell's ambitious transformation roadmap was delivered over a span of 11 months. Leveraging a hybrid agile-cum-waterfall approach and Capgemini's iCaptive methodology, the partners were able to fast-track the program while ensuring minimal disruption to Ncell's business operations. A comprehensive stakeholder and change management framework was deployed simultaneously by the project team to ensure a smooth transition.

*"As a partner, Capgemini has demonstrated a strong commitment to deliver a customer-first approach, and we value the collaborative experience they brought to the partnership, despite the pandemic restrictions. The successful transformation journey of our procurement landscape not only enables Ncell to achieve greater operational excellence, but will also help drive the strategic imperatives across companies of Axiata Group."*

**Kanishka Wickrama**  
Chief Financial Officer, Ncell Axiata

## Seamless remote delivery powered by virtual collaboration

With its new business spend management system, Ncell's transactions can be seamlessly consolidated into a single suite, which makes it easy for the business' teams to track and report on business expenditure using real-time data. In addition, Ncell's procurement team can now leverage pre-negotiated contracts easily as well as partner with pre-registered suppliers to maximize savings and reduce risk. Despite rolling out the new procurement system during the COVID-19 pandemic, which necessitated that all work shift to a remote delivery model, Ncell's teams easily gravitated towards the new and improved platform with its simple and frictionless user interface.

Using virtual collaboration tools, Ncell and Capgemini were able to seamlessly navigate the pandemic restrictions and revamp the company's procurement landscape to drive operational excellence. The successful partnership demonstrated Ncell's strong commitment to creating better value for its customers and partners while providing another proof point of Capgemini's aptitude for delivering best-in-class, cloud-based business solutions.



## About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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