IBX Purchase-to-Pay

Making eProcurement work for you
IBX Business Network

The IBX Business Network connects over 340 large buying organizations to 550,000 suppliers and provides services in more than 140 geographies. A Cloud-based, ERP-independent, closed-loop eProcurement platform, the IBX Business Network optimizes end-user experience, enables superior spend management while lowering total cost of operations.

- e-Purchasing Cloud pioneer since 2000
- Rated “Strong Performer” by Forrester in 2014
- Top-ranked procurement vendor by Gartner in 2012
- Part of Capgemini BPO since 2010
- We envision “A World Of Connected Businesses”...
- ... and we intend to realize this by “Making Procurement Everybody’s Business”

+325 Buying Customers

Legally invoice-compliant in +50 countries

+550,000 Suppliers

+24,000 Sourcing Events

$25 Billion In Managed Spend

Operational Products in +140 countries

[Logos of various companies]
Capgemini’s IBX Purchase-to-Pay makes eProcurement work for you

So, you’ve invested in an eProcurement solution that promises to control company spending and garner financial savings...

Is it living up to your expectations?
Our Global CPO Survey found that only 30% of respondents, who had implemented eProcurement solutions to manage indirect spend, were able to control more than 20% of that spend.

CPOs identified three main causes:
• “We spent the entire budget on implementation of the ERP tool, because we considered it to be an IT project.”
• “We completely underestimated the effort required to connect with suppliers. It takes a long time to organize catalog content so that it’s up-to-standard, agreed upon and to implement the right format for exchanging corporate documents.”
• “We lack user adoption. Our users just cannot understand how it can be so simple to order products privately online, while doing the same thing in the business environment is so much more complex.”

Most eProcurement systems fail to meet the mark. The reasons are simple. Not all spend gets captured in the system, because not all of your suppliers are connected. Users get frustrated because they can’t find the products and services they’re looking for. Sub-standard search engines make everything more complicated. Manual order approval processes can be drawn-out, meaning policies aren’t implemented or followed, which increases risk levels. Accounts Payable is overworked, thanks to manual invoice and order matching, not to mention the risk of duplicate payment and longer reporting cycles. Invoice processing becomes lengthy and late payments negatively impact your company’s credit rating. Luckily, Capgemini has an easy-to-use and -implement solution: IBX Purchase-to-Pay. And no — you don’t have to change your existing eProcurement system. Our solution enhances your existing system, meaning you don’t loose your investment. IBX Purchase-to-Pay protects your investment and makes your procurement initiative a success with happy users and a system that helps you capture spend and eliminate maverick purchasing behavior.

Ready to connect
IBX Purchase-to-Pay is a Cloud-based, platform-independent solution. Whatever eProcurement system you have implemented — SAP, Oracle, NetSuite or other — IBX Purchase-to-Pay can be fully integrated. It provides connectivity within and full control of all your business documents, through a real end-to-end, purchase-to-pay process.

The system also enhances communication with your suppliers:
• One-time connection gives you access to 550,000 suppliers in over 140 countries.
• Fast and easy implementation gives you access to the IBX Supplier Network via standardized service packages in a matter of days, not weeks.
• Self-service enablement allows you to invite your own suppliers to join the network almost instantaneously, through our social network functionality.
• All systems and tools for suppliers are available online - no installations required. For suppliers who aren’t already in the IBX Supplier Network there is a zero-threshold, zero-ramp-up time for receiving orders. And no supplier on IBX Supplier Network has to pay to receive orders.
• The value output is maximized, thanks to accurate, ready-matched and legally compliant invoices. Building on the foundation of your procurement investment, suppliers easily flip Purchase Orders through IBX Purchase-to-Pay, thereby automatically generating correct invoices. This substantially reduces exception handling on the invoice side, closing the loop thanks to our end-to-end, purchase-to-pay technologies.
• Get a comprehensive overview of the status of all your activities. Receive alerts from your suppliers instantly, including order responses and delivery notifications.
• The Invoice Status Dashboard eliminates invoice and payment status phone calls and e-mails. When suppliers check statuses on the online dashboard, the amount of Accounts Payable-related requests declines by up to 80 percent, which drastically improves productivity in Accounts Payable.

If you can’t measure it, you can’t manage it. Therefore, we’ve built-in something we call Purchasing Intelligence, which allows professional buyers to create and extract reports about spending in various categories while monitoring buying channels and comparing transaction performance, compliance, no-touch POs and more.
Ready to go

No matter what eProcurement system you have implemented, IBX Purchase-to-Pay is a Cloud-based, platform-independent solution that provides content and capabilities for purchasing all the products and services your end-users need to do their job:

• Just select and go — catalog content for all major categories is available at the click of a button. Start when you’re ready to order, pick from the available supplier catalogs and go straight to checkout. It’s that easy.
• No matter what your end-users need, they will be able to find what they are looking for quickly and easily. Couldn’t find a specific product in the catalog? It’s enough to specify your need and leave it to the Spot Buy capabilities within our IBX Purchase-to-Pay solution, rendering quotes from suppliers that is presented back to the end-user in a comparable and transparent fashion.
• All call-off methods are equally important to capture spend, but it should never be of any concern to your end-users, and from the suppliers perspective it must be simplified. Our self-service eForms function allows suppliers to easily create and manage configurable eForms without lead times. Same goes for rich content catalog creation. Free text and punchout scenarios are also fully supported.

Ready to use

Implement an eProcurement solution that your end-users will love. Thanks to IBX Purchase-to-Pay users are able to fulfill their procurement needs easily and effectively.

• User-friendly, just like a regular online shop. 60 to 80 percent of procurement system users are casual, are ordering for individual use and don’t need to work in a professional purchasing environment.
• Intuitive graphical user interfaces and process wizards, based on business-to-consumer business models, like amazon.com, provide all the necessary information to guide users through the process from finding and selecting the right product, creating the shopping cart and sending it off for approval.
• Zero training is necessary for your end-users. IBX Purchase-to-Pay’s rapid roll-out grants full transparency on orders, right from implementation.
• Get search results within milliseconds — our Search Engine response times are unrivaled.
• Device-neutral — use the solution on any web browser or mobile device.
• Capture all spend — the user-friendly interface encourages users compliance, eliminating maverick buying behavior.

Key facts:

• 91% contract compliance
• Over NOK25 million savings annually
• 10% cost reduction
• 60,000 orders logged with suppliers annually
• 1,600 key users from across 230 units
• Average rate of no-touch PO’s: 75%
The Municipality of Trondheim saves millions with a new eProcurement solution

The Situation

Trondheim Kommune (the municipality of Trondheim) was looking to improve efficiency within its procurement operations. The organization was considering the introduction of an eProcurement solution to reduce its indirect and direct purchasing costs by NOK11 million per year, as a means to increase process efficiency and insight into spending patterns.

The Solution

In 2000, the municipality of Trondheim decided to launch a project to evaluate the potential impact of introducing an eProcurement solution. A year later, the City Council decided that the municipality of Trondheim should become one of the Norwegian public sector’s early adopters of eProcurement.

The municipality’s priority was to find an easy-to-use procurement solution that could improve purchasing control and increase contract compliance. Capgemini’s IBX Purchase-to-Pay – an ERP-independent solution that connects buyers to a wide range of suppliers via the IBX Supplier Network – proved to be the perfect match. IBX P2P helps users find products from a wide range of categories within a few clicks, thanks to content-rich, supplier-driven catalogs.

An additional challenge for the municipality was the spread of locations from which employees work. For example, 150 people are responsible for facility maintenance and management at the municipality. These individuals manage more than one building, rarely work from offices and have little-to-no access to computers. Trondheim needed a solution that would enable these types of employees to purchase goods and services while on-site, despite accessibility issues. IBX P2P’s mobile accessibility allows users to perform purchasing tasks via mobile devices (tablets and smartphones), facilitating the purchasing process regardless of location.

The Result

The implementation of IBX Purchase-to-Pay enabled the municipality of Trondheim to improve process efficiency and gain better insight into spending patterns.

The improved efficiency and insight served to enhance the organization’s negotiation power and facilitated increased standardization of products and services. What’s more, IBX Purchase-to-Pay enabled over 91% contract compliance within the categories addressed by the solution.

The quantifiable result is over NOK25 million in savings annually – a cost reduction of 10%. Additionally, mobile accessibility has increased productivity by enabling employees to purchase products at their convenience, regardless of location, with 80% of users validating its usability.

Together, Capgemini and Trondheim deliver savings, compliance and increase user satisfaction

Close collaboration between Capgemini and Trondheim’s procurement department ensured a seamless and highly-successful rollout of IBX Purchase-to-Pay. Thanks to the backing of Trondheim’s senior management and business unit (BU) leaders, Capgemini was able to integrate its wealth of experience and expertise in eProcurement, with the municipality’s specialized, intimate knowledge of public sector procurement processes.

To facilitate the implementation, the municipality decided to:

- Allow each BU to determine how many users should have access to the system
- Prioritize suppliers and categories with the largest catalog volumes
- Standardize the assortment to concentrate volumes to fewer items
- Update frame agreements prior to implementation to include eBusiness requirements for suppliers

During the implementation, Trondheim focused on those categories where assortment standardization and frame agreement implementation was possible. In addition to considerable costs savings, the solution and accompanying measures have helped to significantly increase contract compliance over a sustained period of time – from 56% in 2003 to over 91% in 2013. Today, IBX Purchase-to-Pay at Trondheim comprises products and services covered by about 100 frame agreements. A total of 60,000 orders are logged with registered suppliers annually, worth a combined value of NOK240 million net.

Thanks to IBX Purchase-to-Pay, procurement tasks at the municipality of Trondheim are performed easily and more efficiently than ever before — to the satisfaction of decision-makers and everyday users alike. The 1,600 key users across 230 units benefit from intuitive, hassle-free purchasing. Thanks to these improvements, the municipality of Trondheim now considers the solution central to its procurement strategy.
SEB drives compliance and savings with procurement system upgrade

Capgemini’s IBX Purchase-to-Pay provides SEB procurement users with an intuitive online shopping experience

The Situation

Procurement at SEB affects more than just the procurement department. From sales and marketing through finance to HR — it has an effect on everyone. With over 8,000 users globally, SEB’s procurement system was intended to drive policy compliance and cost efficiencies. Unfortunately, this wasn’t happening. Many users found the system very difficult to navigate. As a result, extensive training sessions were required and many support tickets were filed.

The Solution

The procurement department realized that the challenges with the current system were not only having negative repercussions on policy compliance and savings, but also on their internal customer satisfaction ratings. Considering these factors, they realized it was time for a change.

Luckily, SEB didn’t have to look far for a new system that met their procurement requirements, while providing an intuitive, user-friendly, online shopping experience. Capgemini’s eProcurement suite, IBX Purchase-to-Pay, delivers exactly what SEB was looking for. We seamlessly upgraded their existing procurement system to the latest version of IBX Purchase-to-Pay, with its familiar user interface that makes shopping for business as quick and easy as shopping online at home.

The Result

SEB measured the success of the new procurement system through an internal customer satisfaction survey, as well as the number of support tickets issued. They found that customer satisfaction increased from 74% to 81% within a month of implementing the new IBX Purchase-to-Pay system. The number of questions raised to the support team decreased dramatically by 75%.

SEB defined savings as increased efficiency in the business, more captured spend and increased procurement compliance.

Cloud-based solution allows SEB to focus on their core business

The IBX Cloud-based solution was implemented easily by Capgemini without SEB’s direct involvement, allowing their procurement department to focus on improving the content of their new online procurement shop.

SEB’s procurement solution was rolled out in Sweden, Germany and Denmark to more than 8,000 users. Additionally, the increased usability enables further roll-out to smaller units and new countries, as the intuitive system eliminates the need for extensive training.

The simple user interface also removes any excuses for not following defined procurement processes. According to Primoz Drol, Head of Procurement Development and Operations, SEB has now started a pilot project with the goal to capture 100% of the total spend through any of four accepted channels:

- Direct order to supplier via IBX Business Network
- Purchase requisition via IBX Business Network
- Call-off from frame agreements
- Procurement card

While purchasing is not part of most users’ core job responsibilities, many do have to make purchases from time to time in order to complete certain work objectives. With IBX Purchase-to-Pay, all SEB employees can easily fulfill their procurement needs, while being compliant with procurement policy.

The procurement team is now able to better control spending and measure buying behavior. Furthermore, the increased compliance creates concrete savings when the sourced savings are achieved.

That said, the benefits of implementing IBX Purchase-to-Pay for SEB cannot just be reduced to lower procurement costs, the increased user satisfaction is an important factor in generating savings, ensuring compliance and reducing maverick spend.
“SEB found that customer satisfaction increased from 74% to 81% within a month of implementing the new IBX Purchase-to-Pay.”

“As IBX Purchase-to-Pay is so user friendly, there is no longer any excuse to not use the system. If you can buy online at home, then you can buy here as well.”

Primož Drol,
Head of Procurement Development and Operations SEB

Key facts:
- 74% to 81% customer satisfaction increased within 1 month
- Number of questions decreased by 75%
- Over 8,000 users in Sweden, Germany and Denmark
About IBX Business Network

The IBX Business Network is part of the Capgemini Group, one of the world’s foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Connecting over 340 large buying organizations, 550 000 suppliers and providing services in more than 140 geographies, the IBX Business Network is a Cloud-based, ERP independent, e-Procurement platform that optimizes user-experience, enables superior spend management, while exacting lower total cost of ownership. Part of Capgemini’s BPO portfolio, the IBX Business Network is a complete ready-to-run procurement service that supports the entire closed-loop Source-Purchase-Pay process, resulting in lower costs and faster ROI, increased spend visibility and transparency, increased control and compliance and improved supplier quality.

Learn more about us at www.capgemini.com/ibx

For more information please contact us at: ibx.global@capgemini.com

The information contained in this document is proprietary. ©2015 Capgemini. All rights reserved. Rightshore® is a trademark belonging to Capgemini.