

# Digital Buyer Operations

**Integrate your S2P cycle with inbuilt predictive analytics**



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*As firms focus on their sell-side activities for winning, serving, and retaining customers, they are not neglecting their buy-side activities for securing the resources necessary to achieve their customer objectives.*

**Forrester Research Inc,**

“Vendor Landscape: ePurchasing Suites, 2016 To 2017”, Andrew Bartels, November 18, 2016

**A holistic approach to your Source-to-Pay (S2P) cycle**

Are you stuck with an archaic procurement process that leads to low contract compliance and control, a lack of transparency on spend and low productivity? Does your company suffer from having a poor reputation with your suppliers resulting in unhappy customers and lost saving opportunities?

In today’s fast-moving economy, companies need to be more efficient and effective than ever in terms of costs and end-user experience. Yet more often than not, companies find it difficult to adopt a holistic approach to managing their entire S2P cycle.

## Putting the focus on straight-through processing

By integrating sourcing, procurement and accounts payable into a single, end-to-end function, your company can deliver an enhanced S2P cycle to your customers through implementing our Digital Buyer Operations offering.

Digital Buyer Operations promises improved transparency and insight, greater focus on straight-through processing on exceptions and discounts taken, a higher percentage of on-time payments, and enhanced controls and compliance – all of which combine to deliver tangible business outcomes that include:

- **Increased spend savings** – Digital Buyer Operations increases the percentage of your users on approved systems and gives you more spend with approved suppliers, resulting in a greater spend reduction.
- **Increased buyer satisfaction** – Digital Buyer Operations delivers an improved Payment on Time percentage, with more early payment discounts realized and fewer queries per purchase, leading to overall happier customers.
- **Reduced cost** – Digital Buyer Operations delivers increased electronic invoicing, higher first time matches and prevents duplicate payments, resulting in an overall reduction in your cost to serve.

By delivering an end-to-end transactional service and analytics at every stage of your S2P cycle, our Digital Buyer Operations offering gives you insight into your sourcing strategy, efficient buying execution via the right channels, support to establish internal policies, optimized payment strategies and enhanced reputation among your vendors, while eliminating and automating non value-adding activities.

## Best-in-class outcomes with industry knowledge and assets

Digital Buyer Operations takes advantage of our proprietary Global Enterprise Model® (GEM), developed based on our experience running S2P processes and knowledge of your industry, to deliver an optimal Target Operating Model tailored to the needs of your company.

Digital Buyer Operations is based on a number of different Capgemini assets that focus on different areas of your S2P cycle:

- **Basware Commerce Network** – carries out automation of your accounts payable (AP) process, e-Invoicing and straight-through processing for end-to-end invoice automation. Carrying out over 80 million transactions every year, VAT compliance in over 50 countries and supporting over 60 different formats, our Basware Commerce Network can result in up to 75% increase in your AP process efficiency.
- **Query-to-Resolve (Q2R)** – is a query management tool that deals with all of your incoming query channels – web portal, email, phone – automatically applying rules to determine the level of priority. Integrated dashboards enable effective real-time workload management, while flexible filters allow fine-tuning of priorities to enhance SLA performance.

The Digital Buyer Operations is based on our EOAR methodology - four steps that deliver best-in-class outcomes with industry knowledge and assets:

**Eliminate** – all unnecessary activities by addressing the cause and all excuses for waste and barriers to the services.

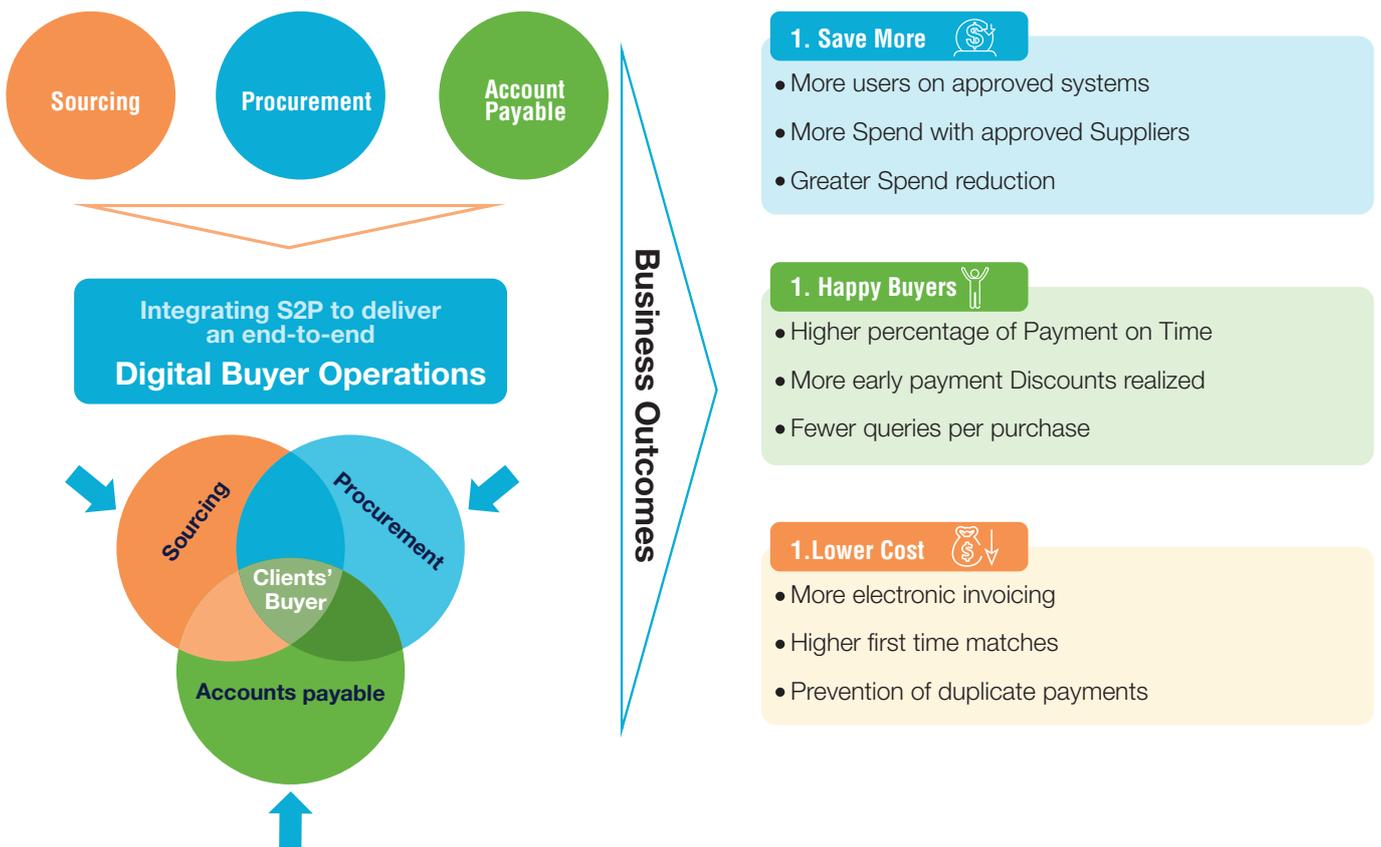
**Optimize** – the processes and limit customization, and optimize the existing IT landscape to maximize its capabilities.

**Automate** – using easily configured best of breed tools after standardizing processes.

**Robotics** – deployed to the remaining manual activities, simulating the activities of a human operator.

- **IBX Purchase-to-Pay** – our IBX Network covers eProcurement, e-invoicing and sourcing, providing an integrated P2P reporting dashboard and vendor portals. With more than 350 buying customers across more than 140 countries, and legally invoice-compliant in more than 40 countries, IBX Purchase-to-Pay manages 550,000 suppliers and \$27 billion in managed spend.
- **Inspect and 360° Spend Analytics** – with over 60 prebuilt reports based on eight dimensions and a universal query builder, our Inspect and 360° Spend Analytics solutions deliver a 360° visualization dashboard and CXO summary. This can result in a 10–12% overall spend reduction on addressable spend, as well as insights and actions to identify saving opportunities and benefit estimators.

**Putting our Clients' Buyers at the Heart of our Solution**



## Why Capgemini?

With experience from hundreds of procurement implementations and operations, our 6,500 procurement specialists can transform your entire S2P process end-to-end, delivering deep transformation together with insight and analytics 24/7/365 in 38 languages.

With a long history and strong reputation in providing Finance and Accounting services including S2P, Capgemini has already made a significant positive impact on many of our client's bottom line and profitability. We are proud of the value that we have brought to our clients so far and will continue to do so with Digital Buyer Operations.

Our clients come from many industry segments and have a broad variety of S2P challenges for our experts to resolve. From a global food company that includes many famous household brands to a Scandinavian furniture retailer, from a Hollywood-based entertainment company to a South American industrial gas company – all have unique commercial and trading landscapes that require innovative and expert solutions. Our clients have reaped the benefits of these solutions, and the results speak for themselves.

Our Digital Buyer Operations offering has delivered the following outcomes and benefits to our clients:

- Over 57,000 invoices processed monthly across four client-adjusted locations.
- Over €800 million of indirect spend per year captured through our IBX Purchase-to-Pay solution.
- 50% reduction in invoice cycle time from 30 days to 13 days.
- 45% to 78% increase in "paid on time" percentage.
- 45% reduction in the cost of processing an invoice.
- 50% reduction in invoice data entry process headcount.
- 60% reduction in the average invoice processing time from 5 to 2 minutes, fully automating input to the client's ERP and embedding 11 quality controls.
- Increased productivity in the operational procurement process resulting in 300,000 purchase orders generated annually.

All of these benefits demonstrate our commitment to making a real and valuable difference for our clients, helping them increase spend savings, increase buyer satisfaction and reduce cost.

Scan here to find out more about  
Digital Buyer Operations.



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*Digital Buyer Operations is a different perspective on the procurement function that puts our client's buyer at its heart.*

### David Lumley

Head of Finance Transformation,  
Capgemini Business Services.



## About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is a global leader in consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

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