

Procurement Managed Business Service

Transforming public sector procurement at every stage of the buying cycle



eSourcing

Content Management

eProcurement

eInvoicing & Interfacing capabilities.

About PMBS

Public sector budgets are under immense pressure and every opportunity to cut costs while maintaining efficient service delivery must be investigated. Procurement represents a significant opportunity for spend reduction through improved performance.

As a leading supplier of global procurement services to government and the public sector, Capgemini recognises the valuable role effective procurement can play in:

- Reducing the cost of government
- Supporting the macro economy with faster payments to suppliers
- Improving public sector efficiency

[Read more>>](#)

Benefits

Our Procurement Managed Business Service is a tried and tested shared service approach to improving public sector performance in procurement with technology as a key enabler.

It provides a full suite of software and service options and presents many benefits to its users.

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Why choose PMBS?

Capgemini's Procurement Managed Business Service features an end-to-end procurement process that is supported by best of breed technologies.

It isn't just about software. Indeed, the solution is largely software agnostic, although there is a core suite of packages that facilitate the delivery of the service. Our offering is about real transformation and offers our clients the option of adopting the technologies for themselves, making use of all or some of our business process outsourcing (BPO) offerings, or using a combination of both.

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Facts & Figures

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Source: BBC, March 2010

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Proven experience

Our global team of professional category managers and buyers currently manages some €13.6bn (\$10+bn) of expenditure across the globe. We are delivering impressive results for some high-profile clients. Read, for example, about our work with:

- Her Majesty's Revenue & Customs>>
- Chelsea and Westminster NHS Foundation Trust>>
- The Norwegian Government>>
- eProcurement Scotl@nd >>

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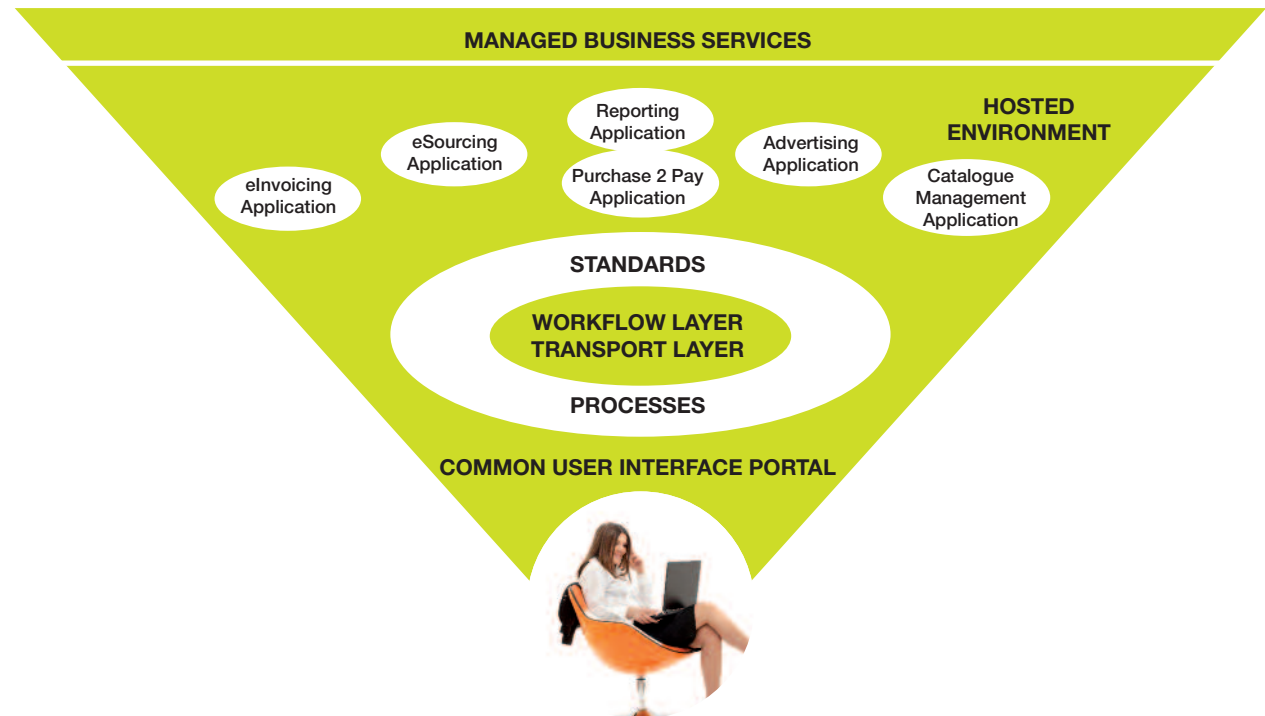
- Reducing the cost of government
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A complete solution

The Procurement Managed Business Service (PMBS) is Capgemini's approach to delivering a world class procurement service that supports the tough budgetary constraints currently being imposed on public sector organisations.

It is a complete Source to Pay solution with eSourcing, Content Management, eProcurement, eInvoicing and Interfacing capabilities. These are delivered within the PMBS ecosystem that operates by hosting a platform with a common set of procurement tools in an ecosystem data centre.

The Software as a Service (SaaS) technology components of the PMBS allow clients to access the tools via a web browser. Selected for their ease of use, competitive pricing and robustness, these tools ensure the world class service is delivered 24 hours a day, seven days a week.



Within the PMBS solution, Capgemini also provides transformation and change, Best Practice project implementation and training services, as well as procurement business process outsourcing (BPO) services. Clients can choose to take all or individual elements of the service, as best meets their requirements.

Service Financing

Real benefits in public sector procurement can be driven out by transforming the current supply chain model and combining it with collaborative procurement best practice. The value of this in light of the economic crisis and lack of government cash cannot be underestimated.

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Traditional thinking enforces the view that the buyer organisation should fund the procurement solution. In an environment where governments must show value for money and make best use of reducing resources, this has become outdated and unsustainable. A new approach is required.

Capgemini has developed Service Financing within the Procurement Managed Business Service. This financing arrangement solution has the potential to provide the service free for the buyer organisation, while delivering benefits to the suppliers and to the economy as a whole.

The transactional nature of the relationship provides for a revenue share that can be put towards the costs of operating the service. With sufficient volume, this could allow the full service to be provided free of charge at the point of use.

Benefits to public sector buyers

- Increased flexibility in cash flow without changing contract terms
- Additional discounting against contract from earlier payment
- Improved compliance when buying organisations see the opportunities of Service Financing

Benefits to suppliers

- Flexible payment terms and discounts can be matched to cash flow;
- Reduced need for business credit facilities at high rates of interest
- Strong basis on which to grow the business.

Many government suppliers come from the small or medium enterprise (SME) community that is the backbone of most developed economies. In the UK SMEs account for 70% of the private sector workforce and across Europe the figure stands at 72%. Globally, SMEs are estimated to account for between 40% and 50% of GDP. As such, the improved cashflow and payment certainty for government suppliers that is central to the Capgemini Service Financing solution has the potential to make an important contribution to macro economies.

e-Government and procurement

The 2005 Manchester Declaration signed by EU Member States earmarked eProcurement for immediate action. It set a target of 100% online availability for public procurement by 2010. However, a November 2009 pan-EU eGov benchmarking report assessing eProcurement developments across Member States, revealed most were woefully short of this target with an average well below double digits.

Capgemini offers an opportunity to address this. Technology enablement is an important feature of our procurement offer. For example, our eProcurement service incorporates a Catalogue Management System that allows suppliers to create and maintain catalogues that buyers are able to access, review and approve using on-line collaboration.

eInvoicing is another service that delivers huge benefit to our public sector clients who procure goods and services through a dedicated Buyer Portal. Processing costs are reduced by between 50 and 70%, dispute management becomes faster and VAT compliance is assured.

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- **Read some useful facts and figures about this sector >>**
- **Learn what our customers think of our solution >>**
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Savings from efficiencies

Capgemini's Procurement Managed Business Service provides a full suite of software and service options that allow governments to make genuine cash savings through process efficiencies and contract saving, driven by collaboration and compliance across departments and organisations.

We recognise that procurement isn't just about the effective management of your buying process, but also embraces cultural change and business transformation. To meet or exceed the demands of your customers and other stakeholders and to ensure you pay your suppliers promptly and achieve EU targets for electronic trading, a new end-to-end approach to procurement is required.

Capgemini offers that approach. We have impressive credentials and a global team of experienced procurement professionals focused on managing risk and optimising the delivery of your procurement function. The result? Cost and service improvement, enhanced supplier performance, process efficiency, control and visibility.

That's just the start. We can reduce the requisition to payment cycle times from days to minutes, put an end to costly maverick spending and transform your procurement service.

The benefits, as seen by our clients

We asked our clients to describe the top ten benefits of partnering with Capgemini:

- Better Management Information and automated record keeping
- More efficient purchase-to-pay processes
- Improved contract compliance
- Ability to search electronic rather than paper catalogues
- Quick and easy to use solutions
- Fewer returns and fewer invoice queries
- Reduction of 'maverick spend'
- Increased control of expenditure
- Resource savings from more collaborative contracting
- Shared approach to supplier management.

Our global operating model provides integrated best-in-class procurement services wherever our clients need us.

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Cut the cost of end-to-end procurement

A key element of this service is an ecosystem approach that allows us to bring a range of partners to the table depending on the individual needs of each public sector client. Capgemini supports a number of components across the procurement lifecycle including: sourcing, catalogue management, procurement, eInvoicing and reporting.

A range of best-of-breed technology is used for each of these components. These include technology developed by Capgemini as well as technology from a number of third party suppliers, such as Elcom, IBX (now part of the Capgemini group), and Royal Bank of Scotland. The choice of components used within an organisation is flexible and can be adapted to suit individual client requirements. In particular, as part of the PMBS solution, Capgemini provides powerful integration capabilities that enable the PMBS to integrate seamlessly with a wide range of ERP and legacy systems.

At all times our Procurement Managed Business Service and procurement BPO customers benefit from a high level of management information and a full audit trail of all transactions. Built in approval processes and reporting functionality are used to monitor performance and inform procurement decisions at every stage of the process.

- **Read some useful facts and figures about this sector >>**
- **Learn what our customers think of our solution >>**
- **To find out how we can support your procurement transformation, contact one of our experts - details below**



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Fact & Figures 1/3

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An ecosystem for Her Majesty's Revenue & Customs

As prime strategic IT partner at HM Revenue & Customs (HMRC) Capgemini has overall accountability for securing and managing supplier relationships with key partners and over 250 other suppliers working on the 'Aspire' contract – one of the world's biggest outsourcing partnerships. It is an all encompassing agreement for the provision of systems, processes and capabilities delivering end-to-end services that include the procurement of the majority of HMRC's IT requirements.

Capgemini developed a unique ecosystem approach to supplier management in support of Aspire. This acts as a sourcing channel committed to leveraging a global network of partner suppliers to deploy best in class solutions. Procurement savings for HMRC vary between 7-14% a year, depending on the mix of new project work and contract renewals.

- Download a complete case study http://www.capgemini.com/insights-and-resources/by-success-story/hmrc_ecosystem/>>



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Chelsea and Westminster NHS Foundation Trust

In London, Capgemini had just six weeks to transition the Chelsea and Westminster NHS Foundation Trust from an existing eProcurement service that was being withdrawn. The main challenge – successfully met – was to ensure continuity of service with the same toolset that had been implemented across the hospital to avoid the re-implementation and re-training of staff, thus reducing costs. Capgemini deployed a team to provide support during and following the transition and instituted daily calls with the Trust to ensure there were no surprises. The resulting service has reduced the administrative burden on frontline staff, allowing them more time to spend on patient care.



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The Norwegian Government

We have strengthened our global procurement capability with the acquisition of purchasing and supply chain management group IBX. The IBX systems are now used in more than 100 countries worldwide and have supported the global roll-out of eProcurement solutions for companies such as Kraft, IKEA, Ericsson, Lufthansa and Deutsche PostDHL. The IBX supplier network comprises over 27,000 suppliers all over the world.

In the public sector, IBX is providing the Norwegian Government with a fully operational tool for electronic public procurement. The national e-business platform Ehandel.no operated by IBX allows public sector bodies and their providers to track spend and purchase goods in a secure, user-friendly and cost-effective manner. The combined Capgemini BPO and IBX services deliver more than 23 million business documents annually through the Software as a Service solution.



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An award winning service

eProcurement Scotl@nd (ePS) is one of the most comprehensive and successful public sector eGovernment initiatives in the world and is a clear demonstration of Capgemini's expertise in Procurement Managed Business Services. It is a fully hosted and managed 24x7 eProcurement service developed and operated by Capgemini, accessed via web browsers managed by the Scottish Government.

"eProcurement Scotl@nd is one of the most comprehensive and successful e-government initiatives in the world."

John Swinney, Cabinet Secretary for Finance and Sustainable Growth, Scottish Government

The service covers the full end-to-end procurement process including: Purchasing, eSourcing, eSettlement, Content Management and reporting tools. It supports the complete 'Source-to-Pay' range

of procurement activities from initial stages of the tendering process, through to contract award, placing orders and eInvoicing.

Any public sector organisation in Scotland is able to utilise the tools and they are given full support from the service support team during implementation and ongoing usage. Capgemini acts as the single point of contact for the management of multiple solution vendors; presenting the service to the client as a single, coherent managed business service.

Success factors

Success within the ePS programme rests on three key elements that are easily replicated for other public sector organisations seeking to transform their procurement function.

- **Transformation approach:** the implementation of service has been deployed as a large scale change programme with eProcurement technology as the enabler.
- **Collaboration:** the service has been used as a vehicle for collaboration that began with the sharing of supplier adoption resources and catalogue content. It has developed into organisations working together and exploiting opportunities for 'better buying'.
- **Sustainability:** focus has always been on the delivery of long-term benefits and not on simple quick fixes.

Supporting change

The eProcurement Scotl@nd service utilised our proven implementation methodology to ensure a rapid and sustainable approach to realising benefits. As organisations approach the implementation of our Procurement Managed Business Service, this flexible and proven delivery methodology is critical.

Some organisations will be facing the challenges of implementing procurement change and procurement technology for the first time; others are more mature and are, perhaps, migrating to the collective benefits of a shared service; or they may have failed to realise benefits from an existing project. That's why our delivery approach and implementation methodology is flexible to the individual needs of each client's or group of clients' situation and ambition for procurement improvements.

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