



Digital Procurement Services

Optimize your digital investment to drive frictionless, sustainable procurement



90%

procurement compliance



50%

increase in productivity



26%

identified supplier consolidation savings



50%

reduction in back-office costs

The challenge of digital adoption in source-to-pay

Digital has been a core part of organizations' sourcing and procurement operations for many years. However, the impact of cloud, artificial intelligence (AI), robotic process automation (RPA), and blockchain technologies on the evolution of procurement, sourcing, and contract management platforms means that organizations are finding it a challenge to achieve the required return on investment in digital procurement.

In order to sustain this investment, organizations need to:

- Ensure user adoption is not only addressed during implementation, but sustained and continually supported

- Ensure their processes and operating model are compliant with their contracts and procurement policy
- Continually engage with suppliers to maximize their investment in collaboration platforms
- Ensure they have the tools and capacity to analyse, interpret, and act on the data coming from their systems.

To meet these challenges, organizations require an operating model that enables end users to adapt to these new environments, as well as leverage data and analytics to drive seamless processing across the sourcing and procurement functions. Failure to address these areas will significantly impact an organization's return on investment in digital procurement platforms.

Sustainable procurement operations as a strategic partner for your business

Capgemini's Digital Procurement Services offer helps your organization develop, implement, and operate a digital procurement strategy that enables you to sustain and further capitalize on your investment.

Our offer enables your individual buyers to control spend and drive value, while reducing your procurement and category management operating costs through a sustainable and frictionless operating model that manages the total cost of ownership of your demand and supplier pricing.

It also helps you adopt the right strategies to achieve the optimal balance between your spend, efficiency, and working capital savings to deliver business outcomes that include:

- **Enhanced compliance** – over 90% compliance in your procurement policy and reduction in maverick spend
- **Increased productivity** – up to 50% increase in your productivity through automation and channel optimization
- **Enhanced transparency and insights** – 26% identified supplier consolidation savings through increased visibility in your supply chain
- **Reduced cost** – up to 50% reduction in your back-office costs and over 5% savings across your tail spend, tactical purchasing, and strategic sourcing.

Whether you are at the beginning of your procurement transformation journey or simply lacking the resources or capabilities to continue to evolve, our offer leverages the latest innovations in platforms, guided buying, and design thinking to drive:

- **An exceptional user experience** – intuitive, easy-to-use, technology-enabled channels and analytics that predict and anticipate the needs of your business
- **Effective, sustainable, and frictionless procurement** – servicing the needs of your business to ensure the highest quality of goods and services requested
- **Embedded controls and compliance** – through catalogues, automated mobile approvals, user education, contract compliance, and risk management

Capgemini's Digital Procurement Services helps to address each and every friction in your sourcing and procurement operations at the earliest possible stage to help you implement, what we call, [Frictionless Enterprise](#).

The Frictionless Enterprise

The Frictionless Enterprise seamlessly connects processes and people, intelligently, as and when needed. It dynamically adapts to your organization's circumstances to address each and every point of friction in your business operations.

At Capgemini, we have applied the Frictionless Enterprise to enhance cohesion across our entire suite of products and services. This enables us to respond rapidly to your changing requirements and deliver your specific business outcomes in a value-focused way.

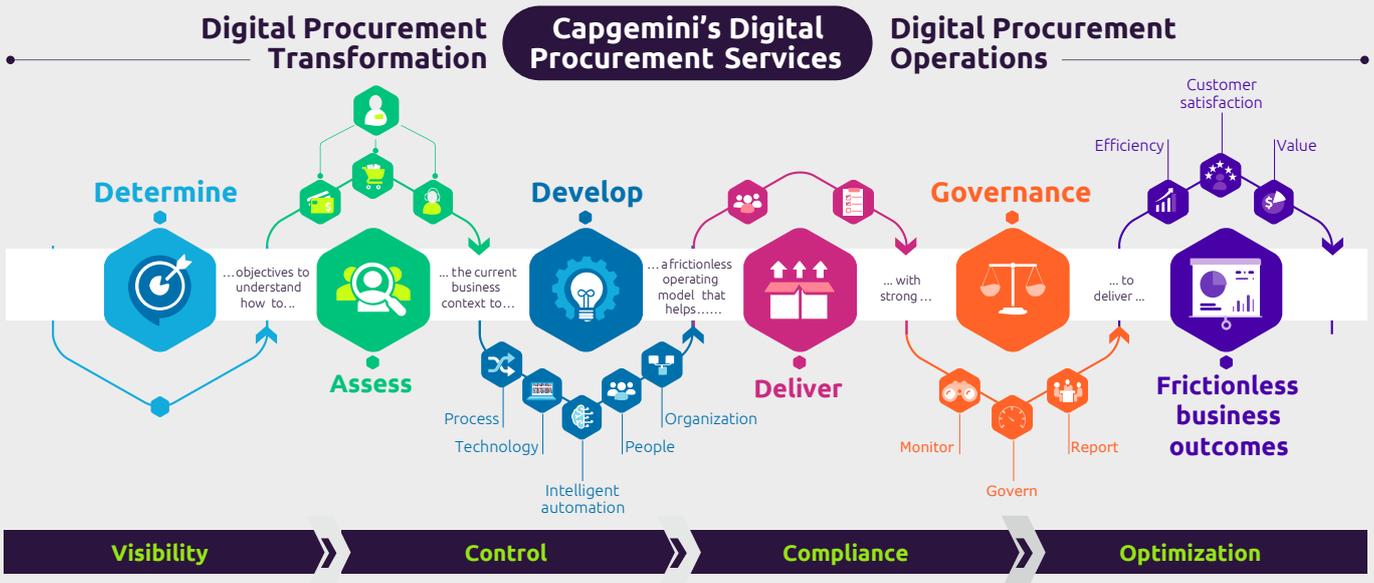
We implement ways to detect, prevent, and overcome frictions – leveraging our latest thinking, organizational design, and intelligent solutions to achieve our goal of effortless operations.

A robust and proven approach from strategy to outcomes

Capgemini's Digital Procurement Services offering takes an end-to-end approach to transforming and implementing your procurement operations, while also taking into consideration the environment and digital landscape in which your business operates.

- **Determine** – define the objectives of your procurement transformation to help set and align with your overall strategy for the function
- **Assess** – benchmark your process and interaction models through leveraging Capgemini's D-GEM platform to:
 - Determine the maturity of your process, people, technology, and governance
 - Assess opportunities for channel, spend, and working capital optimization across your organization
- **Develop** – architect and deploy a frictionless operating model and transformation roadmap for your future procurement function that helps:
 - Support faster platform deployment by leveraging platform accelerators (e.g., Ivalua)
 - Accelerate the benefits of digital transformation through implementing analytics, query management, and RPA coupled with machine learning
- **Deliver** – leverage Capgemini's "RightSource" model, with nearshore and farshore resources across your outsourced and internal shared services, while virtually augmenting your workload through leveraging RPA
- **Govern** – enable enhanced monitoring and management of your processes through implementing Capgemini's Command Center.

A robust and proven approach from strategy to frictionless outcomes



These five pillars are underpinned by Capgemini's [Digital Global Enterprise Model](#) (D-GEM) platform to deliver ongoing visibility, control, compliance, and optimization through providing clear visibility and effective control.

This enables you to drive a range of frictionless outcomes across your procurement function, including enhanced efficiency, customer satisfaction, and value.

Realign your target operating model to deliver the Frictionless Enterprise

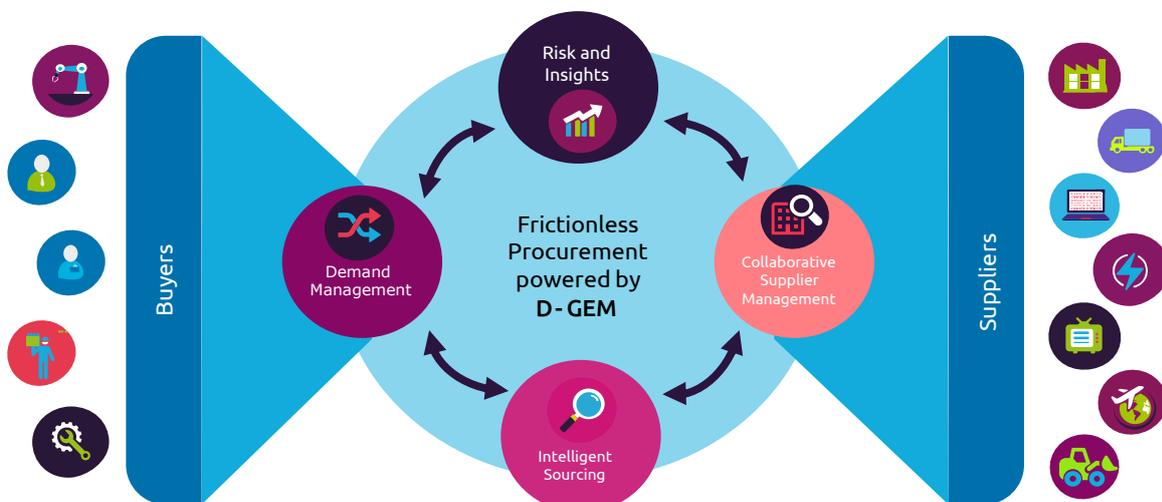
Capgemini's renowned D-GEM platform encompasses the tools and techniques for reshaping and streamlining your business processes to deliver increased efficiency, faster time to market, and an enhanced, customer-first, user experience.

In turn this enables your organization to transition to the Frictionless Enterprise.

By dynamically adapting to your organization's circumstances to address each and every point of friction in your business operations, D-GEM enables your organization to augment its technology and processes, as well as changing the culture and mindset to reduce inefficiencies to a minimum.

In short, D-GEM provides a complete overview of your processes, guiding the right digital operating model for your organization and accelerating the transition to frictionless, future-proof processes in a systematic and structured way. This enables you to remain competitive in a rapidly changing, digital business context.

Optimize your investment in digital to drive frictionless outcomes and value across your procurement function



Why Capgemini?

With over 20 years of sourcing and procurement experience from hundreds of implementations and operations, our 1,000 procurement specialists can transform your entire source-to-pay (S2P) process end-to-end, delivering deep transformation, [frictionless operations](#), together with insight and analytics 24/7/365 in 38 languages.

Our long history and strong reputation for transformation and delivery of S2P services has made a significant and positive impact on the bottom line and profitability of many of our clients. Put into practice, the expertise and experience we bring to procurement operations has delivered a range of tangible business benefits for our clients:

For an international financial services company:

- Over 90% PO compliance
- Increase in no-touch POs to 80%.

For a European energy sector company:

- 25% increase in productivity over two years
- 9% savings in tail-spend management.

For a global food company:

- 8% increase in on-time supplier payment
- Increase in touchless POs from 21% to 80% in three years.

For a large North American utility organization:

- 80% touchless invoicing with e-Invoicing
- Operational savings of over 50%.

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, fueled 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.

Get the Future You Want | www.capgemini.com

Connect with us:



@CapgeminiBusSvc



www.linkedin.com/showcase/capgemini-business-services



<https://www.capgemini.com/service/business-services/>



businessservices.global@capgemini.com