

## US Retail giant engages Infosys as Lead SI to streamline its Indirect Procurement Spend

### Overview

Country/ Region: USA Industry: Retail

### Customer Profile

Leading US based general merchandise discounter with indirect spend of over \$ 6 billion.

### Business Situation

The client decided to change its SI partner and engaged Infosys to take the program forward to Pilot implementation and beyond.

### The Solution

A core strategy of the program was developed to migrate a sprawling array of sourcing and procurement processes onto one single platform. Infosys also implemented the entire portfolio of modules (ACM, AES, ACW, ACC, AB, AI, ACP and AA), including the new age modules launched by Ariba- a first of sorts in the Ariba world.

### The Benefit

Standardized, Measured and Improved the business process around sourcing and procurement of indirect goods & services. Provided visibility and data integrity across the sourcing & procurement processes. The solution facilitated strategic decision making to optimize total cost of ownership with quality/service levels over time.

Our client is a leading US based general merchandise discounter, a fortune-50 company with indirect spend of over \$ 6 billion.

## Situation

Central to the program was the implementation of Ariba's Spend Management Suite of Applications, for which Ariba partnered with a Big 4 consultant. Midway through the Pilot, the program ran into rough weather with time and cost overruns. The client decided to change its SI partner and engaged Infosys to take the program forward to Pilot implementation and beyond. Taking on a high visibility "Top-5" project that had already witnessed significant time and cost overruns, Infosys was under heightened expectation to expedite the transition, implement new processes, adopt stringent quality standards and above all, take bottom-line of program leadership and project delivery in a multi-vendor multi-deliverable environment.

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## Infosys' Approach

The program had emerged with a three-pronged vision:

- Standardize, Measure and Improve the business process around sourcing and procurement of indirect goods & services
- Provide visibility, collaboration and data integrity across the sourcing & procurement processes
- Facilitate strategic decision making to optimize total cost of ownership with quality/service levels over time

Infosys leveraged the Global Delivery Model (GDM) and synergies arising from multiple teams at onsite, offsite and offshore locations, helping to build a strong foundation as a preferred partner of choice in the SCM space. Infosys not only helped in the implementation of Ariba Suite, but also provided consulting in managing the release of business categories and Ariba Service Packs as and when appropriate. Infosys also played an important role in enabling the client's Operations Team by bringing them up to speed in the latest implementations

## Solution

- Complete Ariba Spend Management Suite was implemented with the latest Service Packs
- Receiving, reconciliation and payment processes were redefined and improvised for huge business benefit
- The Ariba e-Sourcing hosted by 3rd party was transitioned in-house.
- The AES, ACM and ACW solutions were integrated with the downstream Ariba modules to stop leakage of savings and a seamless flow of information across the source-to-pay system
- A unified template defined to capture and validate requisition data imported from external systems and excel.

## Business Benefits

Some of the key benefits to the client are:

- Interfaces established when deemed necessary and are real-time, near-real-time and batch based on the business needs
- Wave approach to sunset legacy process and systems.
- 10 - 11% savings in procurement of goods and services annually through Contract Compliance.
- One source of truth for Indirect spend and greater visibility leading to proper planning and control.
- 2300 non-retail sourcing events totaling \$1.95B with savings of \$191M in the last financial year

The client attributes the successful Ariba implementation to a truly unified team of client and Infosys leadership. The company cited Infosys' industry knowledge, reliable business and IT consulting as being instrumental in providing the execution excellence that are critical to the success of the program.



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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