

Capita

**Capita
Procurement
Solutions**

**Remote Services
Overview**

Our Range of Services

We can provide a full range of procurement solutions to the public and private sector, from short term strategic advisory all the way up to fully managed procurement services.

Strategic procurement	Operational procurement	Vendor managed office services	Sourcing & tactical buying	Procurement support services	Requisition & PO management	Payment processing
Category expertise & planning	Spend analytics & insight	Vendor on-boarding	Vendor consolidation / optimisation	Procurement helpdesk	Catalogue enablement & management	Supplier service portal
Market engagement	Category assessment	Contract administration & reviews	Tactical and strategic sourcing	Reporting & compliance management	P2P optimisation	Query management
Supplier management	Benchmarking & intelligence	Vendor management	PR to PO	End user training	P2P systems	Invoice payment / processing
Contract management	Demand management	Vendor performance reporting	Order processing	Self service automation	Online market place	Supplier finance options

End-to-end eProcurement Technologies

World Class Business Intelligence

Business Transformation & Change Methodologies

Full range of procurement services

Market leading solutions

Over 100 procurement professionals

Innovative commercial models

£8bn of spend under management

Tactical delivery based in Poland

What we can deliver Remotely

We recognise the challenges being faced by organisations in this difficult time, and are looking at ways in which we can flex our procurement services to suit these requirements.

Currently we have a range services that are currently being **deployed and successfully delivered remotely** to meet ongoing client needs and objectives. These solutions do typically require a slight amendment to the way we engage with clients as we move from face to face to online meetings but the governance and design principles behind the products remain to ensure best client outcomes.

A number of these services not only meet the new demands within the current challenging environment but will establish a base from which client can accelerate benefits as soon as we return to normal ways of working. Continued reporting and stakeholder communications ensures all parties are fully appraised throughout the engagement.

<p>Tail Spend Management (including Procurement Helpdesk)</p>	<p>Business Intelligence Dashboards (Spend, Contract & Performance Management)</p>
<p>Procurement Diagnostic (maturity assessment or focused process review)</p>	<p>Bespoke BI Solutions (diagnostic, cleanse/transform, develop/deploy)</p>
<p>Opportunity Assessment (savings identification, planning and validation)</p>	<p>Contract Management (including risk mitigation and contract reviews)</p>
<p>Savings Delivery Accelerated “work alongside” programmes</p>	<p>Tender Management (end to end delivery or modular support)</p>

Some of our Clients



Procurement Diagnostic

Service Overview

In depth review of either the whole of the procurement function, or specified elements. Mapping of the current landscape, identifying the gaps against key strategic objectives and best practice, & developing a roadmap for transformation & achievement of strategic goals.

A large aspect of this activity is designed to be remote with engagement continuing via online meetings.

Typical Benefits

- Increased visibility of supply chain risk
- Supports increased ROI from procurement through maturity improvements
- Increased internal procurement customer experience and credibility.

Our Methodology

The Procurement Diagnostic is broken down into two phases (Discovery and Design) and diagnoses the procurement function in terms of 4 key elements: people, processes, policy and systems.

Discovery Phase

Project initiation will involve data gathering and understanding of your strategic and operational level objectives.

We will then analyse your data and any existing process or policy documentation, before undertaking key stakeholder interviews to understand any gaps in information; mapping out the “as-is” landscape in terms of people, processes, policy and systems. If appropriate, we can also undertake skills survey to determine the capability and training needs of the existing team.

Design Phase

We will compare your “as-is” situation with best practice, overlaying your strategic objectives to develop a series of recommendations (people, processes, policy and systems), as well as a costed roadmap to achieving a Target Operating Model.

Opportunity Assessment

Service Overview

An in-depth review of spend areas using AP data, contracts information and interviews with stakeholders. The review identifies savings opportunities, quantifies and profiles them, then validates them with key stakeholders using remote working practices.

The output is a robust and realistic savings plan with a roadmap to delivery and spend dashboards.

Typical Benefits

- Greater visibility of expenditure through our spend categorisation tool
- Understanding of savings areas through category expert advice and benchmarking of current spend to check value for money
- Typically leads to a 4:1-10:1 ROI programme

Our Methodology

The Opportunity Assessment is run over the course of 6-8 weeks, and is broken down into two workstreams: Data Analysis and Category Analysis.

Project initiation

Requires the collation of spend and contracts data, and the introduction of the team to key stakeholders.

Data and Category Analysis

Following initiation we undertake a detailed spend analysis, overlaying contract information and our own spend categorisation tool provide a baseline for targeting addressable spend. This is delivered in a series of dashboards that can be drilled into.

Our category experts interrogate the dashboards to come up with a long list of opportunity areas, which they will then discuss and validate with business stakeholders. Over this period we take an iterative approach – having multiple stakeholder conversations and constantly updating spend analysis and opportunities.

We then produce a final report of validated and quantified opportunities with a roadmap to delivery.

Savings Delivery

Service Overview

We create a priority wave plan using an analysis of the current spend and contract landscape. Our category experts will then work (under your mandate) with suppliers and the existing team to deliver projects.

Our savings delivery programmes usually follow an Opportunity Assessment, enabling us to de-risk you with a guaranteed return on investment.

Typical Benefits

- Typically we can guarantee an ROI of between 4:1 and 10:1 in annualised savings.
- Category experts supplement and upskill your existing team.
- We leave you with best practice tools and enhanced data visibility.

Our Methodology

Projects are prioritised in a wave plan according to ease of implementation and the magnitude of the savings potential.

Each project is governed by a stage gate process, with a Project Initiation Document and Project Outcome Report.

This means that :

- ✓ You maintain control on every project & sign off on key decisions
- ✓ Stakeholders are bought into projects from the outset to prevent delays
- ✓ Savings are baselined, tracked, and enabled effectively.

We also deploy programme governance which ensures you remain in strategic control and are provided with regular updates on progress. This consists of a weekly highlight report and monthly programme board.

Our savings delivery consultants are used to working remotely, and can work with your teams via telephone or video call to effectively deliver the programme. Likewise most suppliers nowadays are used to working remotely and therefore the delivery of savings projects can be achieved using cross-functional virtual teams.

Contract Management

Service Overview

We work with organisations to harness existing contract management activity and build on it to create effective governance and management processes that are tailored and collaborative.

We assess and help mitigate key risks within existing contracts and redesign processes.

Typical Benefits

Successful contract management with the right tools and process in place, can deliver significant value, including:

- Improved **supplier relationships**
- Greater internal **compliance**
- Enhanced **supply chain risk management**

Our Methodology

We can support good contract management in a number of ways:

- by **reviewing existing contracts**, and developing best practice process to support a corporate approach
- by **assessing contracts** and identifying opportunities for **cost savings** and **innovation**
- through strategic **supplier engagement programmes** and developing performance monitoring arrangements
- through use of **eProcurement technology** to create central contract repositories and provide management information

Recent Examples – MOD:

- Reviewed and assessed operational PFI / PPP contracts to identify and help realise **£250m of contract savings**
- Redesigned contract management team to align with industry best practice **supplier relationship management** approach

Tender Management

Service Overview

We deliver an end-to-end tender management service for our clients. We plan routes to market, help develop specifications, publish tender notices, develop tender and evaluation documentation, manage bidder clarifications, complete contract awards and undertake bidder debriefs.

Typical Benefits

Well designed and effectively delivered tender management can help:

- Realise **value for money benefits** and ensure bids are **affordable**
- **Minimise risk** of procurement challenge
- Enhance future **supplier relationships**

Our Methodology

Our end-to-end tender management methodology encompasses:

- Project set-up and establishing **governance arrangements**
- **Market engagement** to test appetite and stimulate the market
- Determining the appropriate **route to market / framework**
- Producing **tender** and evaluation documentation
- **Advertise** tender and **release** initial tender document
- Manage initial evaluation to **identify shortlist of suppliers**
- Realise further tender documentation to shortlisted suppliers
- Manage **clarification responses** and where applicable based upon chosen route, to manage **commercial negotiations**
- Preferred supplier **selection** and supplier **debrief** sessions
- **Contract award** and managing **stand-still period**
- Assist with **transition** from contract award to **service delivery**

We already deliver this service remotely for many clients, using best practice procurement technologies.

Tail Management Service

Service Overview

A centralised Tail buying solution through a helpdesk triage service will allow client's to retain focus on higher value, strategic activity whilst providing consistent control, ensuring appropriate competition and pursuing consolidation and demand management.

Using Capita's Tail Solution gives clients access to a pool of experienced buyers coupled with best practice policies and procedures. Each client solution is designed specifically against requirements and policies to deliver a compliant and integrated service that blends seamlessly with the client team.

Expected Benefits

- Improved control and management of low value vendors and transactions
- Reduced supply chain risk
- Improved compliance to contracts, process & policy
- Cost reductions as a result of vendor consolidation & volume aggregation
- Maverick spend channelled through corporate agreements
- Re-focus business resources for core activity
- Reduction in admin effort (Procurement & A/P) through vendor rationalisation

Our Methodology

Our Tail Spend Service is delivered through an executive sponsored programme, tailored into 3 stages following a phased implementation. This approach would ensure a focussed and robust approach to driving improved spend policy, greater control and efficiency through optimisation of all Tail spend with the following components:

Phased Implementation

As part of the implementation plan and to demonstrate 'proof of concept' Clients should consider a roll out in a phased manner by department or directorate. This allows the team to gain insight in to each department upon go-live, as well as demonstrating Client specific learnings and benefits along the way.

1. Active Data Management

This phase focusses on greater insight and sharing of tail spend and buying data across departments to drive smarter buying decisions and collaboration. The team will focus on driving competition, tactical savings, effective demand management, reducing supplier proliferation and reducing overall non compliance.

2. Optimisation

Transforming non value added or inefficient processes with focus on:

- Simplifying and standardising the spot buy, quotation and tender process for all Tail spend.
- Purchasing End User Support – introducing greater customer support and assistance to purchase goods and services. This enables a more agile purchasing service that provides a 1st line response for end user purchasing requests & requirements

Vendor Reduction & Supplier Consolidation

Service Overview

Delivering a Category targeted approach to reviewing the current breath of supply available from existing known vendors through the use of data and insights.

Leverage data and forecast requirements we then support and enable a reduction in the number of suppliers releasing back office value.

Expected Benefits

- Reduction in admin requirements (Procurement & A/P) through vendor rationalisation
- Reduced supply chain risk through active management of vendor base & increased contract coverage
- Re-focus resources on strategic relationships and value delivery
- Reduced costs as a result of vendor consolidation & volume aggregation

Our Methodology

The approach typically follows the following 7 steps to drive vendor reduction whilst also ensuring continuity of supply and improved service delivery.

1. Categorise spend data and identify areas of spend with higher volumes of suppliers.
2. Review and finalise list of suppliers to be approached for further information through the use of an online RFI;
3. Analyse the responses and supplier capabilities against requirements;
4. Develop re-tender approach including communications strategy (internal and external);
5. Engage suppliers to introduce the project and expectations;
6. Decision on tailored supplier approach: retender vs alternative approach
7. Run tender/negotiate process with suppliers and conform terms

We leverage a blend of our tactical procurement centre buyers and strategic sourcing team to deliver this programme for clients, ensuring formal governance and communications channels are in place so all parties are fully apprised of each step within the process.

Business Intelligence Dashboards

Service Overview

A cloud-based set of dynamic, user-friendly dashboards integrating spend and contract information. Our in-house categorisation programme uses intelligent algorithms to classify data to a sub-category level.

Dashboards can be hosted remotely, and allow drill-down into line item detail.

Typical Benefits

- Visibility of compliance risks and issues
- Effective savings forecasting and tracking
- Flagging contracts coming up for renewal, and contract overspend
- Supplier or category consolidation opportunities
- Visibility of team member performance

Our Methodology

We follow a four stage approach to the design, development and deployment of BI Dashboards.

Requirements Gathering – We undertake stakeholder meetings to understand the outcomes our clients are looking for and to discuss how best to achieve these. This underpins the whole solution and how it is built.

Data Extraction & Mapping – Analysis of the existing datasets and how we can incorporate them into our solutions, whether this is through downloaded data or an automated feed. We map different data sources together to create relationships between different sources.

Data Cleanse, enrichment and analysis – We use a series of tools to apply rules to your data in order to classify it and then apply formulas and analysis to the data to ensure we answer the right questions.

Data Visualisation – our front-end dashboards are built using Power BI so that users have easy to use, dynamic dashboards giving the insight required to drive change and improvement.

Capita