

Client case

Selection Source to Pay-platform

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Organisation

Our client is one of the largest insurers in the Netherlands with approximately 12,000 employees in the Netherlands and around 3,000 abroad. They offer a broad range of insurances in the field of healthcare, damage and income. The services are provided in 6 European countries to approximately 10 million insured persons.

Management summary

The objective of the client was to make a well-founded decision regarding procurement software in the shortest possible time. A decision had to be made between selecting and implementing a new end-to-end solution or integrating parts from new procurement software into the existing architecture. Subsequently, the supplier selection had to take place.

Qando supported this process for three months by contributing its expertise in procurement technology, the available functionalities of procurement software, the supplier market and selection processes (RfX).



To-be landscape
procurement software



Workshops functional
requirements



Guidance RfP for
Source to Pay-software



Signed contract
Source to Pay-software

Selection Source to Pay-platform

Challenge

Our client has made a decision early 2018 to professionalise the procurement process for non-direct purchasing, to increase compliance within the organisation and to realise cost savings. For this, renewal of the existing procurement software was essential.

The existing tooling consisted of a SAP MM-environment, supplemented with other SAP-oriented packages as well as non-SAP tooling (including Basware, Sharepoint and Excel)

Two challenges had to be addressed. First of all, the trade-off between the purchase of a complete (SaaS) procurement software suite or the integration of a few point solutions with SAP MM. Subsequently, the selection process for selecting the right supplier had to be completed.

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Our contribution

With the help of our Qando method, we have organised several workshops with a broad representation of the relevant business functions after analysing the purchasing function (strategy, policy, objectives). In these workshops, we dealt with the relevant parts of the purchasing process and discussed all possible functionalities, in order to identify the right wishes and requirements.

We used the input from the workshops to draw up an RfP-document that was sent to the suppliers; we also organised question and answer-sessions for the suppliers. We then analysed all offers in order to make a recommendation regarding the right supplier selection at the end of the process.

Our customer has taken on the further decision-making and contracting process for the selected supplier.

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Client testimonial

"Qando has provided us great support during the selection of a new Source-to-Pay platform. The consultants have a lot of expertise and in particular I have appreciated that they proactively discuss the process and content of the selection process. "

Results

We assisted the customer in the decision-making process by means of a broad and detailed expertise in the field of procurement software and by means of extensive knowledge of the market and suppliers. In addition, Qando helped by introducing her experience in the field of IT procurement processes.

The result of these efforts is that our customer has been able to make a well-founded decision regarding the (technical) design of the platform as well as the right supplier choice.

The decision process was carried out in a period of 3 months.

About Qando



Our team

Qando is a procurement agency with great ambitions; we help our clients to achieve a better procurement performance and really excel in their procurement processes. We focus on IT-procurement and procurement technology. Our hands-on approach is key ("Can do" mentality).

Our dedicated consultants have helped dozens of companies and organizations to develop IT-procurement strategies, implement new technologies and deliver complex sourcing projects.



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