

# Client Case

**Implementation of a user-friendly, efficient and digital P2P-process in the cloud for a top clinical hospital**

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## Management summary

Our client had started a transformation program within the procurement organisation to improve cooperation between procurement, business units and suppliers. Part of this was the professionalisation and further automation of the Purchase to Pay-process (P2P).

We helped our client with project management, drafting policy agreements, setting up the P2P-channel strategy, setting up and implementing master data management, setting up catalogues and supplier onboarding.



Policy agreements



P2P-channel  
strategy



Master data  
management



Onboarding  
suppliers

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## Challenges

In 2017, a new vision for the P2P-process was established by our client. The goal of the project was to establish a robust, world class process that facilitates the savings objectives and compliance requirements of our client. A process that offers optimal freedom to the business units, is user-friendly and can be implemented efficiently and effectively through state of the art procurement technology.

Several challenges were identified:

- Outdated system with limited options;
- Inefficient process with a large number of free text requests;
- An ever-growing supplier base;
- Huge invoice flow with a complicated approval process;
- Differences in working methods between the departments for order to pay-process.



This led to substantial process costs and required too much time from the procurement and accounts payable departments. In addition, long lead times resulted in unsatisfied internal customers. Time to make a change!

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## Our contribution

Qando provided project management for this project – from the research phase up to and including the transfer to the line organisation. Qando also helped setting up policy agreements with regard to the P2P-process. For example, we have established clear frameworks, rules and guidelines for authorisations and approval workflows.

In addition, Qando has helped to design a channel strategy to create transparency about which order channel should be used at what time using predefined objective criteria. This has been set up with help of a decision tree.

We also supported in setting up the master data management. During workshops with the procurement and accounts payable departments, specific principles have been defined for this. Subsequently, a gap analysis was executed and we started cleansing the data.

Finally, we provided hands-on assistance with the onboarding of the suppliers.



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## Client testimonial

*“Qando has experienced professionals in the field of (IT) procurement and procurement technology. They are pragmatic and result-oriented. They have real knowledge of best practice P2P-processes to improve health care.”*

## Results

During the two-year project, Qando assigned three consultants to realise the ambitions of the client and actively contributed to the implementation of the new P2P-system that makes a user-friendly, efficient, standardised and digital way-of-working possible. The most important results:

- Contracting software supplier and technical implementation partner;
- Getting internal stakeholders aligned;
- Clear policy agreements;
- Extensive P2P-channel strategy;
- Successful data migration;
- Implementation of master data management;
- Onboarding suppliers.

# 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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