

Client case

**Leading and Global Energy Solutions
Company transforms IT-procurement to
a centralised and highly digital function**

Journey to a center led and highly digital IT-procurement function

Organisation

Our customer is a Dutch multinational that provides energy services to more than 30 million customers through 20 business units in Europe, Asia and the Americas.

Executive summary

Our client was amid an ambitious full business change program for its procurement, IT and IT-procurement functions; migrating from a highly localized IT-environment to a center led and highly digital future state.

We supported our client's ambitions by advising on the global IT-category strategy, structure and by providing hands-on sourcing and contracting services.



Design & implementation of new IT
Sourcing Strategy & Process



Set up IT Category
management



Development & execution of
complex RfP's



Contracting & signing of
global IT contracts

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Challenge

In 2017 a new ambitious IT-strategy and vision was created by our client, aiming for increased IT-efficiency and a high level of digitalization of the company.

The goal was to build up a center led IT-organization which would provide IT-services to all highly independent and local operating business units. This coincided with the earlier decision to set up a global category for IT-procurement as part of a transformation to a center led procurement organisation.

The main challenges were managing the change from local to center led operating models, contracting new vendors for global IT-services for all business units, aligning on the requirements and the implementation of the contracts.

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How we contributed

Qando set up the structure for a global IT-category, gained trust and momentum by putting the right governance in place and aligning with all major stakeholders, centrally as well as in all business units.

Secondly, category management was improved by creating a detailed demand management process and thorough spend analysis.

Third, an IT-category plan with a two year focus was drafted, listing all necessary IT-category activities and priorities for this timeline.

Lastly, Qando took care of sourcing and contracting global IT- and digital vendors. In total 50+ contracts were negotiated and signed with the involvement of legal, IT-security, IT-architecture and compliance-functions. This in a context that required dealing with international tax legislation and transfer pricing.

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Client testimonial

“Qando provided us with highly skilled procurement and specialist IT-support. Seamlessly they blended in the organization culture, delivered quality results, gave speed to the contracting in IT and other areas and were a great support to realize some corner stones in the overall procurement transformation.”

Results

Qando contributed to the client’s ambitions for one year and laid the foundation for the global IT-category management function in the clients organization.

Furthermore, Qando contracted IT-services for the upcoming 3-5 years as part of the IT-strategy. This will contribute to cost control and cost mitigation over the next years and giving flexibility to the ambitious growth plans of the IT-function.

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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