

CASE STUDY: PROFESSIONAL SERVICES

Keytree transforms procurement at Serco with Guided Buying

By maintaining the focus on user needs, Keytree designed screens and processes that are creating positive experiences for Serco employees, lowering regulatory and compliance risk, and delivering millions in procurement cost savings.

QUICK STATS

- £3.2 billion annual revenue
- International organization employing over 50,000 employees
- Manages over 600 contracts worldwide with a focus on citizen services, defense, health, justice and immigration, and transport

KINETIC ENTERPRISE PILLARS

- Intelligent
- Clean ✓
- Inclusive
- Responsive

KINETIC ENTERPRISE DRIVERS

- Operations Agility
- Intelligent Spend

THE ISSUE

Each Serco contract has individual requirements, but all have purchasing needs ranging from a small number of products to large-scale purchases. Operating in silos, functions were buying the same products at different prices from different vendors. Serco wanted to drive efficiencies into this process by setting up a 'one-stop-shop' to allow all contracts to buy items in one place at the best price.

THE SOLUTION

Working with a system that is hard to navigate and difficult to use is exasperating, encourages poor decision making, provides unreliable corporate data, and costs companies millions.

To remedy this problem, the Keytree UX team identified pain points in Serco's guided buying process to improve efficiency and support the central purchasing team with compliance, workflow and cost control requirements.

RISE WITH SAP®

- Business Process Intelligence ✓
- SAP Business Network ✓

SAP Business Technology Platform

Tools and Services ✓

SAP S/4HANA® Cloud
Cloud infrastructure by choice

SAP TECHNOLOGIES LEVERAGED

- SAP SRM
- SAP Gateway

THE IMPACT

- Procurement transformed to encompass the full variety of purchasing activity across contracts
- Consumer-grade product search experience where purchasers can enter a product name and pull relevant products at the best price from approved suppliers
- An updated SAP SRM system seamlessly integrates into Serco's pre-existing infrastructure using SAP Gateway
- New screens for the Guided Buying process built using SAP UI5 technology, linked directly to the SAP SRM functionality, supporting new processes
- Reduced number of steps to purchase before progressing to the approval stage
- A clear, simple way of viewing approvals and accessing the necessary detail for high-risk or high-value items
- Accurate purchasing data since as users buy products versus using free text descriptions
- Accurate business intelligence data providing Serco with a clearer global picture of spending by product categories and supplier



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