



## HOW GEP LEVERAGED EMERGING TECHNOLOGIES TO DELIVER MULTIFOLD IMPROVEMENTS IN P2P FOR A GLOBAL TELECOM MAJOR

### BUSINESS NEED

A United States-based telecommunications major was looking to optimize procurement operations and streamline their ongoing technology transformation initiative. Manual, inhouse procure-to-pay (P2P) processes were impacting overall efficiency and costing the procurement team significant manhours. Some critical challenges included:

- High turnaround time when creating/renewing contracts
- High volumes of manual, repetitive, time-consuming activities
- Limited or no automation for creating purchase requests, purchase order amendments and processing goods receipts
- Nearly 90 days for supplier enablement and onboarding
- Inability to forecast volume, often leading to unexpected surge in workload
- Inadequate user training and guidelines to use newly deployed procurement software, resulting in low adoption

### APPROACH & SOLUTION

The client chose to partner with GEP owing to its depth of offerings, expertise in procurement and supply chain, and top-of-the chart analyst ratings. GEP designed procurement processes based on best practices developed by working with market leaders across numerous industries, while staying focused on the following goals:

- Enhancing efficiency of procurement operations and building capabilities to achieve high performance
- Streamlining the ongoing technology transformation program and implementing strategies to drive higher adoption — including creating keystroke-level SOPs
- Freeing up time and resources, allowing more bandwidth to focus on strategic activities
- Significantly reducing the time taken for supplier enablement and onboarding
- Improving contract turnaround time
- Building automation capabilities
- Enhancing overall satisfaction of field users and the procurement organization

GEP also deployed several tools and new technologies through SMART by GEP, including:

- Five bots leveraging artificial intelligence (AI) and robotic process automation (RPA) to deliver higher efficiencies
- Power BI dashboards to help enhance data transparency and analytics capabilities
- Contract management to elevate global visibility and improve utilization

## RESULTS

GEP established robust P2P processes and deployed innovative technology solutions to drive greater efficiency for the client. The strategies implemented by GEP proved highly effective in freeing up time for many of the client's key procurement personnel, allowing them to shift their focus on to more strategic activities. This has helped their procurement team identify new opportunities and deliver greater value to the enterprise — be it through realizing significant savings or further reducing costs.



Other key outcomes include:

- 91 percent invoice discount opportunities realized till date
- 40 percent reduction in contract turnaround time
- 60 percent reduction in time taken for supplier enablement
- The developed bots significantly reduced process time for numerous activities
- Double purchase request creation and goods receipts processing volumes now being managed by 50 percent resources
- 50 percent reduction in time taken for invoice exceptions
- 95 percent help desk tickets resolved within 8 business hours
- Contract upload within 4 business hours
- Supplier enablement turnaround time of 30 business days
- Purchase requisition creation, amendments and goods receipt processing within 1 business day
- Invoice exception management within 4 business days

GEP helps global enterprises operate more efficiently and effectively, gain competitive advantage, boost profitability, and maximize business and shareholder value.

Fresh thinking, innovative products, unrivaled domain and subject expertise, and smart, passionate people — this is how GEP creates and delivers unified supply chain solutions of unprecedented scale, power and effectiveness.

Named a Leader in the Gartner Magic Quadrant and Best Provider at the World Procurement Awards and EPIC Procurement Excellence Awards, GEP is frequently honored as an innovator and leader in source-to-pay procurement software by Gartner, Forrester, IDC, Procurement Leaders, Spend Matters, PayStream and Ardent Partners.

GEP is also ranked leader in managed procurement services (procurement outsourcing) by Everest Group, NelsonHall, IDC, ISG, HFS and IAOP. In addition, the primary research firm in the management consulting sector, ALM Intelligence, ranks GEP leader in procurement strategy and supply chain consulting.

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