



ACCENTURE INNOVATES ITS PROCUREMENT EXPERIENCE IN MOVING TO CLOUD-BASED SAP Ariba PROCURE-TO-PAY

OPPORTUNITY

With approximately 401,000 employees around the world, Accenture purchases a high volume of goods and services. Its Procurement organization of around 900 professionals spanning 55 countries uses an SAP Ariba instance to manage spend totaling well into the multi-billions every year. With SAP Ariba's launch of its guided buying capability on its Procure-to-Pay (P2P) software-as-a-service (SaaS), Accenture's internal Procurement and IT organizations seized the opportunity to be an early adopter of the new capability to drive improved usability and increased procurement savings.

The vastly improved SAP Ariba Procure-to-Pay (P2P) solution offers features and functionality that Accenture aspires to allow users to be better, faster and more cost-effective in Accenture's P2P processes. Additionally, Accenture knew that adopting a consumer-centric buying experience would be key to driving cost savings. "A big element of the business case was adoption," says Patricia Miller, Senior Manager – Source-to-Pay Strategic Technology Program & Operations. "We want Accenture people to have an experience much like they do today when buying online as a consumer so that they want to use the system rather than have to use it, ultimately making it easy for people to buy in Accenture's preferred way."

"WE WANT ACCENTURE PEOPLE TO HAVE AN EXPERIENCE MUCH LIKE THEY DO TODAY WHEN BUYING ONLINE AS A CONSUMER SO THAT THEY WANT TO USE THE SYSTEM RATHER THAN HAVE TO USE IT, ULTIMATELY MAKING IT EASY FOR PEOPLE TO BUY IN ACCENTURE'S PREFERRED WAY."

Patricia Miller, Senior Manager – Source-to-Pay Strategic Technology Program & Operations

SOLUTION

In preparation for the release of the guided buying capability by SAP Ariba to its existing customers, Accenture mobilized a program to deliver a new solution. This program includes team members from Accenture's internal Procurement business, internal IT organization, other Accenture businesses and SAP Ariba. This array of skills and experience was viewed as essential to successfully deliver the new P2P cloud solution, tailored for Accenture's needs.

"When integrating today's technology platforms, you rely more and more on a network of ecosystem partners to help you see all sides," says Eli Lambert, Accenture Ariba P2P IT Program Lead. "We rely on our Accenture businesses to guide us based on their experiences on implementations completed for clients and SAP Ariba to keep us in front of new features and its road map."

The teams are organized into three work streams—business enablement, technology enablement and change management—working in parallel over a two-year global deployment in 55 countries. The business enablement team, led by Accenture's internal Procurement organization, is focused on content and serves as the "guardians of the user experience." Their initial focus was on developing a user-centric P2P global design leveraging the SAP Ariba guided buying capability, which provides guidance on easily finding the right products and services at the right time and price. The improved usability is expected to allow Accenture to increase spend on catalog and on contract, which is functionality not currently available in Accenture's environment.

The business enablement team is driving a new focus by internal Procurement on the content needed to facilitate that buying experience for a user, and in turn, driving a change in the organization's source-to-pay strategy as well. The internal Procurement team

is partnering with a team from Accenture Operations to help develop its content enablement strategy and deliver against it. This effort is allowing internal Procurement to ramp up the maturity of catalogs and contract compliance.

The technology enablement team is overseeing the design, build and test of the integrated solution, through iterative, high-velocity agile development. The team is able to make high reuse of process documents, requirement templates and configurations so that they can stand up solutions quickly in agile sprints for live demonstrations. Business users are then able to give feedback early and often in the development process and enable the project team to quickly iterate and further tailor the solution for Accenture. The team is also responsible for executing the solution's deployment and conversion to the cloud and the Ariba Network, an Ariba offering that connects an organization such as Accenture with suppliers' transactional systems.

A change management team aligned with leadership stakeholders was organized from the project start. The transition to SAP Ariba P2P involves change at a number of levels—from the way different users will experience the new solution and use new capabilities, to the way Accenture is rolling out across all geographies. In response, the team developed communications, adoption strategies and training regarding the transition to and adoption of SAP Ariba P2P. These communications and strategies will be used across Accenture's very large user base that conducts decentralized buying and for approvers who are dispersed.



SAP Ariba P2P is being rolled out in multiple waves to mitigate the risks of a single deployment. The Accenture delivery teams, who have extensive experience in implementing and running large procurement systems, are leveraging the Accenture SAP Cloud Center of Excellence to support the project's agile methodology, journey to the cloud and high-velocity delivery of these waves.

RESULTS

Accenture successfully completed the initial release of SAP Ariba P2P, which is being followed by quarterly releases over the next 12 months. With the first release, the P2P global design was finalized and initial guided buying, catalog and contract compliance capabilities enabled. These achievements are the foundational steps in deploying an end-to-end, cloud-based solution that is designed to be better, faster and cost-effective.

"Accenture's move to SAP Ariba P2P is about transforming and simplifying the buying experience for our 400,000 employees globally," notes Miguel Fernandes, North America Procurement Managing Director, Accenture. "At the same time, Accenture will be maximizing the full value from contracted pricing."

When SAP Ariba P2P is fully rolled out, the solution is intended to provide Accenture business users with a clean, simple and user-friendly online purchasing experience with intuitive buying options. Purchasing policy will be intuitive and content navigation integrated to the buying experience. This enables Accenture to direct buyers to negotiated contracted

prices for an anticipated \$20M+ savings over three years. The solution will be both desktop and mobile enabled. Additionally, the Ariba Network presents an opportunity to enable end-to-end processing with a supplier, from purchase order to invoice. It also enables end-to-end visibility for Accenture business users and suppliers on every stage of a purchase and invoice.

Being completely on the Ariba cloud platform will position Accenture to adopt and benefit from SAP's current and future investments in innovation as new functionalities are developed and released, something previously not possible with an on-premise instance. SAP Ariba P2P will become the single point for procurement at Accenture. It will have capabilities that accelerate the business and handle transactions coming in faster and at a greater rate, meeting the current and future needs of the business.

ABOUT ACCENTURE

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world's largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 401,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.

"ACCENTURE'S MOVE TO SAP ARIBA P2P IS ABOUT TRANSFORMING AND SIMPLIFYING THE BUYING EXPERIENCE FOR OUR 400,000 EMPLOYEES GLOBALLY. AT THE SAME TIME, ACCENTURE WILL BE MAXIMIZING THE FULL VALUE FROM CONTRACTED PRICING."

Miguel Fernandes, North America Procurement Managing Director, Accenture

Copyright © 2017 Accenture
All rights reserved.

Accenture, its logo, and
High Performance Delivered are
trademarks of Accenture.



This document makes reference to marks owned by third parties. All such third-party marks are the property of their respective owners. No sponsorship, endorsement or approval of this content by the owners of such marks is intended, expressed or implied.