



Building a Resilient Future: Alliad's Use of Ivalua to Drive Procurement Controls and Foster Growth

Alliad's focus on operational excellence and procurement efficiency empowers businesses to strategically manage sourcing costs for materials and services. By securing competitive pricing, Alliad offers vital support for the dynamic energy, engineering, and construction industries, helping them adapt and thrive in an evolving marketplace. As Alliad looked to transition its manual processes to a streamlined procurement program, they planned to optimize inventory and logistics, strengthen supplier relationships, reduce waste and risk, and align with the company's strategic goals for long-term growth and sustainability.

“ Ivalua's platform is designed for scalability, allowing us to easily expand procurement capabilities without needing additional systems. This level of futureproofing is unmatched in the industry. I can add new business lines, adapt to future market changes, and spend my time strategically finding opportunities for savings and growth ”



Adam Lalani
Chief Technology Officer

The Company

Alliad, previously known as GCC Services, is a prominent provider of integrated support services, primarily focused on the defense, aerospace, and energy sectors. With operational readiness and effectiveness at the heart of what they do, their procurement team sets new benchmarks for excellence, earning recognition and accolades such as, “Best Procurement Impact on Digital Transformation” during the Middle East Procuretech Summit 2025 in Dubai.

Alliad currently operates across fourteen countries, employing more than 3,500 people with plans to expand. Their work and growth are significant due to several factors:

- ✓ **National Security & Defense:** Supporting defense capabilities through maintenance and training.
- ✓ **Economic Impact & Partnership:** Providing jobs and supporting local industries through its supply chain operations.
- ✓ **Innovation in Training & Technology:** Alliad's focus on advanced training and simulation technologies.



The Challenge

Addressing supplier and product catalog issues through enhanced onboarding and adoption

With a strong growth plan, Alliad's procurement team analyzed the challenges they faced in meeting and surpassing expectations. Their findings highlighted the growing need for a modern, efficient solution to stay ahead in today's competitive landscape. Manual procurement processes, particularly in managing complex catalogs for their supply chain distribution business, meant lengthy turnaround times hindering operational effectiveness.

The complex catalog of products included everything from supplying food to UN peacekeeping troops across African countries, to materials used to rebuild cities in developing regions. Without the ability to lock in contracts with key suppliers and diversify their portfolio in a simplified way, Alliad faced frequent price changes, limited supplier availability, and multiple process approvals. Before going to market for a solution, Alliad focused on improving the following areas with a procurement suite:

✓ **Supplier Onboarding:**

The supplier onboarding process was particularly problematic, taking approximately two weeks to complete compliance checks alone.

✓ **Process Automation:**

Reduce processing times allowing employees to focus on higher-value tasks.

✓ **Resource Allocation:**

Misallocation of highly skilled employees limited the company's ability to innovate and grow.

The Journey

Centralized data for cross-collaboration and successful change management

Alliad selected Ivalua and its partners for their dedication to delivering solutions that drive operational excellence, simplify procurement workflows, and boost overall company performance. While recognizing that the true benefits would emerge over time, the implementation process was strategically focused on key functions that promised both significant short-term impact and long-term, immeasurable value.

✓ **Centralized Collaboration:**

Knowledge sharing and data transparency among procurement teams in Ivalua's centralized procurement platform, leading to best practices and collaboration with other departments such as finance, operations, and logistics.

✓ **Data-Driven Insights:**

The wealth of data generated by Ivalua provides deeper insights into procurement trends, supplier performance, and spending patterns, leading to more informed decision-making.

✓ **Compliance and Governance:**

Automated compliance checks and supplier onboarding processes for improved adherence to regulatory requirements and internal policies reduces risks and penalties while improving organizational reputation.



The implementation process began with significant challenges, particularly due to Alliad's complex business operations in the shift from manual to digital and a complete mindset change amongst employees. In a true collaborative approach, Alliad, Ivalua and partner remained steadfast on tailoring catalog mgmt. capabilities, integrating seamlessly, and defining user-friendliness in workflows and processes to aid in adoption and employee trust.

The Value

From Reactionary Practices to Proactive Resource Spend

Alliad's utilization of Ivalua solutions has significantly reduced turnaround times and cost savings through centralization, data transparency and automated, optimized improvement plans. Key value drivers include:

Process Improvements and Strengthened Relationships

- ✓ **Automated Workflows:** Reduction of manual daily tasks from hours to minutes and processing times for events, contract negotiations, invoicing and payments.
- ✓ **Supplier Onboarding:** Eliminated outdated practices and sped up compliance, sustainability and quality checks from suppliers, downsizing the onboarding process from two weeks to a few days.
- ✓ **Sustainable Growth:** Expanded procurement capabilities to include additional lines of business following the same process improvements configured during implementation and took on more projects with key customers.

Adoption and Data-Driven Decision Making

- ✓ **Improved User Experience:** Effective catalog management and supplier onboarding allows Alliad to ensure materials, services, products, and people are available, quality controlled and involved at the right times in the project execution.
- ✓ **Higher Adoption Rates:** The user-friendly interface and the collaborative approach contributed to higher adoption rates of the Ivalua platform.
- ✓ **Reduced Risk & Resource Spend:** Streamlined operations reduced overhead costs due to reducing manual processes, temporary staffing, and external resource use.

Solutions Selected



Supplier Management



Sourcing



Contract Management



eProcurement



Invoicing



Payments



Spend Analysis

Future Goals

Analytics, Reporting and Artificial Intelligence for New Revenue Streams

Alliad remains committed to refining their onboarding process, operational efficiency, and more by eliminating outdated practices and leveraging Ivalua's advanced capabilities to streamline compliance checks, automate approvals, and improving inventory management to achieve a more seamless workflow. Next steps for Alliad are to:

- ✓ **Leverage Generative AI:** Implement AI-driven solutions that can improve data analysis and support decision-making.
- ✓ **Expand Procurement Capabilities:** Position the procurement function to potentially generate revenue by identifying potential clients and offering procurement services to other organizations.
- ✓ **Improve Supplier Performance Management:** Utilize Ivalua to track supplier performance metrics in ESG, compliance and quality, allowing for more proactive management.
- ✓ **Foster Collaboration Across Departments:** Improve cross-functional collaboration between procurement and other departments, such as finance and operations by integrating communication and collaboration tools.

These efforts will position Alliad's procurement function for continued success and growth in alignment with the organization's strategic objectives.

Lessons Learned

Change Management is an Ongoing Process that Requires Solution Flexibility

- ✓ **Thorough Needs Assessment is Crucial:** Alliad realized the importance of conducting a comprehensive needs assessment before selecting a software solution. They advise others to understand the specific requirements of their procurement operations and question whether growth requires flexibility or more complex processes.
- ✓ **Change Management is Essential:** The transition to a new procurement system required a significant mindset shift among employees even if not coming from entirely manual processes. Alliad learned that effective change management strategies, including communication and training, are essential to minimize resistance and promote user acceptance.
- ✓ **Iterative Refinement of Processes:** Throughout the implementation, Alliad recognized the need for iterative refinement of their processes. They learned that it is important to continuously evaluate and adjust workflows based on feedback and performance metrics to optimize procurement operations.
- ✓ **Measuring Success with Futureproofing:** Establishing clear KPIs to measure the success of the implementation and ongoing procurement activities has been a valuable lesson. Alliad learned that the feedback loop from employees and the flexibility of software combined achieve full value from the procurement function.