



TÜV SÜD Elevates Global Services Procurement with Ivalua to Deliver Transparency and Governance at Scale

The Company

For more than 160 years, TÜV SÜD has played a quiet but critical role in making technology safe. As a global leader in testing, inspection and certification (TIC), TÜV SÜD protects people, the environment and assets from the negative impacts of technologies – from Easter egg color testing up to nuclear power plants, from pacemakers to wine testing facilities. That mission translates into an exceptionally complex operating model. With €900 million of spend managed globally makes the Procurement function an integral part of this business with:

- ✓ 15 shared service organizations, from Japan to the US
- ✓ 110+ legal entities worldwide
- ✓ 150 laboratories around the globe
- ✓ More than 3,700 users on TÜV SÜD's procurement platform

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With the opportunity and the support from Ivalua we could put in a standard supplier onboarding process – a global workflow where we document risk level, CPI index and so on. The whole tendering process is now one digital process, including savings calculation and supplier evaluation. This gives us transparency and all the auditability, and everyone finally knows where the money goes ”

Dietmar Hauser,
Chief Procurement Officer,
TÜV SÜD

The Challenge

Fragmented Landscapes and Growing Complexity put Transparency at Risk

Before partnering with Ivalua, TÜV SÜD's procurement environment had grown organically into a complex web of localized practices. As a global leader in testing, inspection and certification, the organization faced a critical need to mirror its own high standards of "100% transparency" within its internal operations.

- ✓ **Disconnected Systems and Manual Workflows:** The procurement landscape was split across separate strategic, operational, and invoicing tools. This fragmentation forced teams to rely on manual workflows built around spreadsheets, emails, and numerous interfaces to back-end SAP systems. These silos hindered efficiency and made global standardization nearly impossible across more than 75 legal entities.
- ✓ **The S/4HANA Transformation Deadline:** With a major corporate shift to S/4HANA on the horizon, procurement faced a narrow window of opportunity. The leadership recognized that waiting for the ERP transformation would be too late; they needed a "powerful tool" established beforehand to act as a stable, global foundation during the transition.
- ✓ **Complex Indirect Spend and Global Governance:** Managing services-heavy indirect spend involved thousands of unique, non-standardized requests. The challenge was to implement a unified governance model that provided consistent control without stifling the local agility required by diverse global entities.
- ✓ **Evolving Compliance and Sustainability Mandates:** As regulatory requirements around supply chain due diligence and sustainability intensified, TÜV SÜD needed to move beyond basic purchasing. The goal was to embed auditability and risk documentation directly into everyday workflows, ensuring the function was prepared for growing scrutiny and strategic supplier development.

The Journey

Selecting Ivalua: flexibility, partnership and governance by design

TÜV SÜD's leadership launched a structured evaluation of procurement suites. The CPO was clear: any new platform had to be more than a standard, rigid solution. It needed to mirror TÜV SÜD's complexity and governance needs, while remaining manageable by the procurement team itself.

A few elements tipped the scale towards Ivalua:

- ✓ **Strategic Alignment and Executive Engagement:** One of the primary factors in choosing Ivalua was the high level of top-management attention and the collaborative spirit of partnership. Rather than a standard vendor-client relationship, the engagement was built on close interaction and a shared commitment to the project's long-term success.
- ✓ **Agile Configuration and Self-Administration:** Ivalua's flexibility enabled the team to adapt workflows for complex indirect services and intricate approval layers. Crucially, the system's high degree of self-administration ensured that internal teams could update and evolve the platform without constant external intervention.
- ✓ **Global Transparency and Rapid Deployment:** Ivalua's unified Source-to-Pay architecture provided the "fast, flexible, and transparent" foundation TÜV SÜD required. This allowed the organization to standardize operations across 110 legal entities globally, providing a future-proof solution that remains agile enough to meet evolving regulatory and business demands.

Solutions Selected



Supplier
Management



Sourcing



Contract
Management



eProcurement



Invoicing



Payments



Spend Analysis

Implementation

From Pilots to a Global Source-to-Contract and P2P backbone

TÜV SÜD adopted a pragmatic, phased implementation strategy to balance rigorous governance with global user adoption.

- ✓ The journey began with targeted Procure-to-Pay (P2P) pilots in certain countries, while simultaneously deploying Source-to-Contract (S2C) modules to onboard strategic buyers worldwide.
- ✓ This foundation evolved into a comprehensive digital backbone that now supports over 3,700 users and manages €900 million in annual spend. A centerpiece of this transformation is the Global Supplier Selection Form, a standardized digital workflow that integrates risk documentation, tendering, and savings calculations into a single process.
- ✓ By mandating this workflow worldwide, TÜV SÜD ensures that high-impact decisions are visible at the executive board level, creating a unified, auditable path from initial requisition to final supplier performance management.

Benefits

From fragmented tools to a transparent, auditable, and trusted procurement backbone

By moving from siloed systems to Ivalua's unified platform, TÜV SÜD has transformed procurement from a back-office function into a strategic partner. The transition has replaced manual, anecdotal reporting with a data-driven ecosystem that ensures 100% auditability and a future-proof foundation for global services procurement.

End-to-End Transparency and Auditability: As a testing, inspection and certification leader, TÜV SÜD now mirrors its own external standards internally. Every tender, risk level, and supplier decision is automatically captured in a global workflow, making transparency a core property of the process rather than a manual reconstruction exercise.

Enhanced Executive and Stakeholder Alignment: Accurate, real-time reporting has provided finance and business leaders with clear visibility into spend patterns across categories and regions. This newfound clarity has shifted conversations from "what happened" to "how to improve," securing board-level confidence and organizational buy-in.

Strategic Integration and Earlier Involvement: The platform's intuitive interface has driven high internal adoption, positioning procurement as a strategic partner. Stakeholders now engage procurement at the start of business initiatives, fostering better collaboration in supplier onboarding and long-term development.

Agile Governance for a Services-Driven Future: With a specialized process managing €900 million in global spend across 15 shared service organizations, TÜV SÜD is uniquely positioned to handle the shift toward service-heavy business models. The platform seamlessly integrates emerging requirements like supply chain due diligence, sustainability mandates, and strategic alliances.

A Living Platform Built for Self-Administration: By prioritizing a high degree of self-administration and configurability, TÜV SÜD has ensured that its procurement backbone can evolve alongside the business. The partnership with Ivalua remains focused on continuous innovation, particularly in service procurement, to maintain a competitive and compliant global edge.

Strategic Outlook

Co-shaping the future of service procurement and responsible supply chains

Looking ahead, TÜV SÜD's priorities align closely with the direction of leading procurement organizations in regulated and services-heavy sectors:

TÜV SÜD is not just automating transactions; it is building a future-proof "control tower" designed to navigate an increasingly complex global market. The next phase of their journey focuses on deepening service procurement for specialized engineering and digital offerings, while seamlessly weaving sustainability and supply chain due diligence into the fabric of everyday decision-making.

By strengthening the entire supplier lifecycle—from risk-based onboarding to long-term performance development—TÜV SÜD ensures its procurement backbone remains fast and transparent, even as its broader SAP landscape evolves. Through Ivalua's customer-driven roadmap, TÜV SÜD also taps into a global community of leaders, ensuring that as the platform evolves, it remains a trusted, auditable, and highly adaptable partner in the organization's ongoing digital transformation.

In a recent strategic move, TÜV SÜD partnered with Ivalua as an early adopter of IVA powered by IVA Studio, the Ivalua Agentic AI Framework.