



## Mastering Vendor Risk and Contract Complexity: An Entertainment and Gambling Provider's Strategic Partnership with Ivalua

**This public sector gambling and entertainment company is a crown corporation dedicated to delivering responsible gaming and lottery services to the people of its region. With a lean procurement team managing a complex portfolio of over 960 contracts annually, they face the challenge of balancing efficiency, compliance, and risk mitigation in a demanding environment. Their commitment to ethical sourcing and transparent governance requires robust procurement technology that can keep pace with evolving organizational needs.**

“ We shouldn't have to dig through emails on vacation to find contract status. We need one place to see where contracts stand and who's responsible. With Ivalua, mitigating roadblocks like this is simple. ”

**Senior Inventory Analyst at a public sector gambling and entertainment company**

### The Challenge

#### *Fragmented Systems and Rising Risks Impact Procurement Efficiency*

Their procurement operations were hampered by fragmented systems and manual processes that created inefficiencies and risks. Contract requests were initiated through ServiceNow, but contract negotiations and document management often happened outside any centralized system. This led to multiple contract versions scattered across emails and SharePoint. Financial reporting depended on separate SAP integrations, complicating visibility and control. Disjointed workflows resulted in wasted time, increased risk of missed deadlines, and challenges in vendor risk oversight.

- ✓ Approximately 80 contracts processed monthly, totaling nearly 1,000 annually
- ✓ Estimated 12 hours weekly spent reconciling contract versions across multiple platforms
- ✓ Visibility gaps created risks like auto-renewals with potential \$250,000 annual exposure
- ✓ Vendor risk management lacked streamlined tools for timely assessment and mitigation

The entertainment and gambling provider selected Ivalua for their ability to deliver a modern, intuitive platform combined with comprehensive vendor risk management and a flexible, customer-led development approach. The robust support model and direct access to product experts further differentiated Ivalua from legacy tools that were text-heavy and fragmented. This combination has brought clarity, reliability, and a true partnership mindset to their procurement transformation.

- ✓ Superior user interface driving high adoption and user satisfaction
- ✓ Integrated vendor risk management aligned with contract workflows
- ✓ Customer-led roadmap enabling tailored enhancements
- ✓ Robust, responsive support model with direct access to experts

Their inventory analyst explained, "Previous contract systems were text-heavy and fragmented. Ivalua's platform brings clarity and reliability."

## The Journey

*A decade-long partnership marked by continuous improvement and adaptation*

Their inventory analyst joined during a critical phase, bringing experience from previous SAP integration projects. He quickly realized that understanding technology was only part of the journey; appreciating the organizational transformation that had taken place was equally important. Ivalua's contract management system stood out as a dedicated platform, but the challenge remained to better integrate it with existing tools like ServiceNow and SAP.

- ✓ Ten years of progressive enhancements culminating in recent platform upgrades
- ✓ Launch of Risk Center expanding risk oversight
- ✓ Emphasis on user-friendly design to support adoption across teams
- ✓ Ongoing learning curve balancing technology mastery with process improvements

He reflected, "*When I inherited a system managing nearly 1,000 contracts, I knew I had to quickly understand not just the technology, but the transformation journey we'd been on.*"

The Ivalua Partnership goes beyond operational improvements to support the entertainment and gambling company's broader organizational goals. Centralized contract and risk management strengthens governance essential for a public crown corporation. Proactive vendor risk oversight aligns with responsible gaming and ethical supply chain commitments. Automation frees procurement staff to focus on strategic negotiations, while a single source of truth enhances compliance and audit readiness.

Strengthened procurement governance and compliance

- ✓ Enhanced risk mitigation aligned with corporate social responsibility
- ✓ Increased staff focus on strategic, value-driven procurement activities
- ✓ Improved transparency and audit readiness through centralized documentation

## The Value

### *Measurable Gains in Speed, Control, and User Satisfaction*

The collaboration with Ivalua has yielded measurable improvements in their procurement operations. Managing approximately 80 contracts each month, the team now benefits from greater visibility and control throughout the contract lifecycle. Ivalua Risk Center has dramatically reduced the time required for vendor assessments, enabling quicker governance decisions and proactive risk mitigation. User satisfaction with the contract management interface has significantly increased thanks to its intuitive design, while automation has freed up staff capacity to focus on higher-value activities.

- ✓ 5 Days to 3 Hours: Reduction in vendor risk assessment
- ✓ 3 critical supplier risks identified and mitigated within 6 months
- ✓ 60% to 95%: Jump in user satisfaction rating for contract management
- ✓ 15% increase in Procurement team capacity
- ✓ Anticipated 25% reduction in contract lifecycle time via planned automation

## Implementation

### *Collaborative and Customer-Led*

Ivalua's implementation was not a one-time event, but an ongoing, collaborative partnership. The customer-led approach meant that this entity's feedback directly shaped product enhancements, particularly in vendor risk management and user interface improvements. Ongoing training through the Ivalua Academy helped users boost their confidence and expand their expertise, while customer forums offered valuable chances to learn from peers and exchange best practices.

## Solutions Selected



Supplier  
Management



Sourcing



Contract  
Management



eProcurement



Invoicing



Payments



Spend Analysis



Risk Center

## Future Goals

### *Automation, Integration, and Strengthening a Strategic Partnership*

Looking ahead, this public sector gambling and entertainment company aims to further streamline procurement by deepening automation and integration. Automated notifications for contract renewals and workflow milestones are expected to reduce manual tracking and mitigate risk. Enhancing reporting with real-time dashboards will offer actionable insights into vendor performance and risk. Expanding vendor risk capabilities will support their ESG and ethical sourcing priorities.

## Conclusion

This entity's journey with Ivalua exemplifies a partnership built on empathy, collaboration, and shared commitment to innovation. The combination of a reliable, user-friendly platform and a customer-led approach has empowered them to transform procurement operations while preparing for future challenges. For procurement leaders seeking a solution that delivers both operational efficiency and strategic value, this customer story offers a compelling blueprint for success with Ivalua.