



Converting Complexity to Clarity: Leading Parcel and Logistics Carrier's Strategic Revolution in Procurement through Ivalua's Unified Platform

“ Ivalua's unique selling point is its no-code / low code approach to flexibility. There's no comparison as all other vendors in the space rely on multiple integrated systems to provide end-to-end processes and data transparency. ”



Director of Procurement at Leading
Parcel and Logistics Carrier in the UK

The Company

A leading parcel and logistics carrier company based in Liverpool, UK, specializes in providing parcel delivery services for both consumers and businesses. Founded in 2010, it operates an app-based marketplace for booking various delivery services, including B2C, B2B, and international shipping.

Their procurement function is critical to its operational success and strategic initiatives. It focuses on building strong partnerships with suppliers and clients, which is essential in the competitive parcel delivery market where they handles over 190 million parcels annually. The procurement team has seen significant improvements, with 86% of supplier spending now flowing through this function.

Key factors contributing to the importance of procurement at the company include:

- ✓ **Operational Efficiency:** By digitizing procurement processes with Ivalua, they enhance visibility of contracts and suppliers, streamlining operations and improving compliance.
- ✓ **Strategic Supplier Relationships:** The procurement team fosters collaboration with suppliers, which drives value and supports their overall business success.
- ✓ **Risk Management:** Improved procurement processes minimize risks associated with supplier onboarding and contract management, leading to better decision-making.

Their Challenge

The company's procurement function faced several significant challenges prior to selecting Ivalua as their software solution, most notably was the lack of a formal procurement function to begin with. When the Director of Procurement came on board, there was no dedicated team and no established policies, systematic processes, and data management.

Coupled with the lack of visibility and accountability in inefficient processes, they faced a multi-step problem where **a single document approval took two to three weeks**. With DocuSign, workflows were sequential and largely manual. This created a lack of transparency, as stakeholders often had no visibility into the full approval chain.

The process led teams to work in silos, storing data and information in separate, unshared places where procurement could not track process metrics to improve the time-to-approval process nor optimize how many required access to information.

Overall, the procurement function was underinvested and lacked the necessary systems and resources to be effective. Before they could focus externally on supplier onboarding, it was essential to establish strong internal processes as a foundation for growth. Their ultimate vision was a procurement operation capable of conducting regular, comprehensive reviews and assessments of their supply chain. These reviews would evaluate key factors such as compliance, financial health, environmental and social governance (ESG), anti-bribery policies, and more.

The Journey

Their procurement journey has been transformative, focusing on streamlining processes, enhancing visibility, and leveraging data analytics through the Ivalua platform. The significance of this journey to the business is multifaceted.

At Go-Live, the company first aimed to dramatically **reduce procurement cycle times for approvals, and have done so now from three weeks to 2 days!** This allows the procurement team to not only operate more effectively through speeding up the process but to leverage the data in real-time for negotiations and innovations, which was the next step.

With enhanced data analytics, they have begun providing insights to stakeholders regarding spending, supplier performance, and contract management that have been crucial for strategic decision-making. Although these are the first steps towards becoming more proactive, the team felt this would improve the business's bottom-line quickly with the top overarching elements always top-of-mind:

- ✓ **Strategic Focus:** The procurement function is now well-embedded across the organization, controlling approximately 87% of the company's spend.
- ✓ **Futureproofing:** Ensuring additional investments in other software are not required for future expansion. The customer also appreciates that Ivalua's no-code / low-code approach allows this type of flexibility.



Utilizing Touchstone (TSM) as their implementation partner, things moved quickly. They were extremely supportive in defining the scope focused on source-to-contract with an emphasis on supplier performance, risk management, and sustainability, providing a phased approach to get these elements done efficiently and correctly. The company began with a more "out of the box" approach and dug deeper into points of linkage with supplier data and small tweaks of custom fields to solve some of their unique data elements.

Benefits:

The company has been utilizing the Ivalua Platform for 2 years and has experienced significant benefits along with very clear intentions for future achievements.

Benefits Already Received:

- ✓ **Efficiency Improvements:** The company has reduced procurement cycle times for approvals from **three weeks to two days**.
- ✓ **Increased Spend Control:** Approximately **87% of the company's spend** is now managed through the procurement function
- ✓ **Enhanced Visibility:** The platform provides a **single source of truth**, allowing stakeholders to access contracts and see the status of approvals through a traffic light system.
- ✓ **Data Management and Analytics:** They transitioned from using **seven different spreadsheets** and multiple systems to a unified dashboard that consolidates all procurement data.
- ✓ **Supplier Onboarding and Sourcing:** The procurement team has successfully run sourcing events and **onboarded suppliers efficiently**, demonstrating the platform's effectiveness in managing supplier relationships.
- ✓ **Sustainability Initiatives:** They are also reducing their environmental impact, with a roadmap to achieve net zero carbon emissions. The company has already **reduced carbon emissions from parcel deliveries by 32%** and is exploring alternative fuels and delivery methods.
- ✓ **Operational Expansion:** In addition, they are utilizing Ivalua to focus on delivering smaller parcels using **cost-effective driver solutions**; leveraging its established out-of-home delivery capabilities.

Ivalua is truly innovative, and the customer remains focused on leveraging platform capabilities, such as IVA and the Add-on store, as well as the Ivalua Community forum to enhance analytics features and usage and seek further automation in building their team.

Solutions Selected



Supplier Relationship
and Performance
Management



Sourcing



Contract
Management



Supplier Risk
Management



Spend Analysis

Future Goals:

The company is on the path of continuous evolution and plans to enter P2P all under one platform. They don't want to ever have to go back to the business and say they need funds for another software solution in procurement and feel Ivalua is the only vendor in the space able to satisfy futureproofing in this manner. With continuous investment and data management, they aim to elevate performance in 2026 in the following ways:

- ✓ **Average Procurement Cycle Time:** Track the average time taken for procurement approvals and sourcing events, aiming to reduce it from two days to one day. They've already gone from 2 weeks to 2 days using Ivalua!
- ✓ **Sustainability Metrics:** Track metrics related to sustainability initiatives, such as the percentage of suppliers meeting sustainability criteria or reductions in carbon footprint. The company has gained access to this level of data through Ivalua, which affords the ability to make reductions in their supply chain!
- ✓ **Team Utilization Rate:** Measure the productivity of the procurement team by tracking the percentage of time spent on value-added activities versus administrative tasks, aiming for a target of 75% of time on strategic activities. Having gone from nearly all manual collection and analysis to one single source of truth and a comprehensive dashboard, they have already spending more than 60% of their time on strategic initiatives!

By setting these goals and KPIs, their procurement team can effectively leverage the Ivalua platform to drive performance improvements, enhance strategic impact, and achieve operational excellence.

Lessons Learned

The company's procurement software evaluation process and journey with Ivalua have provided several valuable lessons, which can be summarized as follows:

- ✓ **Importance of a Single Code Base and Unified Platform:** They learned that having a single, unified platform is crucial for streamlining procurement processes. The ability to manage all procurement activities under one system reduces complexity and enhances visibility across the organization.
- ✓ **Focus on Change Management:** Transitioning to a new procurement system requires careful change management and they recognized the importance of preparing the team for new processes and workflows, ensuring that all stakeholders are on board and trained to use the new system effectively.
- ✓ **Data Integrity and Accessibility:** Having reliable data at their fingertips enhances decision-making and reporting capabilities, reducing reliance on manual data entry and minimizing errors. The company learned to leverage analytics for gaining insights into spending patterns, supplier performance, and overall procurement effectiveness, which are essential for strategic decision-making.
- ✓ **Continuous Improvement Mindset:** The experience with Ivalua instilled a culture of continuous improvement within their procurement team. They learned to regularly assess processes, seek feedback, and adapt to changing business needs to enhance procurement performance.
- ✓ **Balancing Speed and Thoroughness:** The implementation process taught the company the importance of balancing the need for quick results with thorough planning and execution. Rushing through the process can lead to oversights, while a well-thought-out approach ensures long-term success.