



BUILDING THE PATHWAY TO SUCCESS IN THE CONSTRUCTION INDUSTRY



“ As a longstanding member of the construction industry, I see everything like a building. We need to start with the foundations. For us, Ivalua was the perfect system allowing us to do everything from supplier risk management to invoicing. With the foundations already delivering ISG a return, we are building upwards, because there'll be more value we can get from the software ”

Robert Scriven
Head Of Supply Chain
ISG

Transforming procurement into the cornerstone of ISG's future, fostering strong partnerships and delivering unparalleled value to our customers.

In the fast-paced world of construction, success hinges not only on the quality of the materials and craftsmanship but also on the strength of the relationships built along the way. For procurement professionals, fostering robust relationships with customers and partners is crucial to laying a solid foundation for long-term success.

The implementation project took less than 9 months covering the initial foundations. This included the unification of the pre-qualification questionnaire across ISG. After going live with the first phase in December 2021, ISG has been in a continuous improvement delivery model to enhance user experiences and touchless statistics. They are now looking at a second phase building on the success of the first Go-Live to increase the value returned back to ISG.

Ivalua plays a pivotal role in creating the strong foundations needed to foster the valuable relationships between ISG and their partners. The project has realized a rapid return on investment of under 36 months. The Ivalua solution ensures that each project is built on trust, quality, and efficiency, laying the groundwork for success, one strategic project at a time.

? CHALLENGES

- ✓ Highly diverse supplier base
- ✓ Poor levels of compliance within projects
- ✓ Inefficient Payables process
- ✓ Complex pre-qualification questionnaire (PQQ)

+ KEY FIGURES

- 1,000+** team-member empowered with P2P
- 1300+** supply chain partners enabled including 94% SMEs
- Invoice approval beyond best-of-breed at under 2 days
- Compliant spend across of 47,000 orders per year
- Exception rates down to 11% over 100,000 invoices per year
- Proactive ESG & Risk Management across every build project

SOLUTIONS SELECTED



Supplier
Management



Sourcing



Contract
Management



Procurement



Invoicing



Strategy &
Analytics



Payments



OBJECTIVES

- ✓ Gain control over project spend
- ✓ Provide visibility to senior leadership
- ✓ Improve collaboration with suppliers
- ✓ Streamline PQQ process
- ✓ Quickly mitigate Supplier Risk
- ✓ Drive onsite procurement compliance



EMPOWERED

- ✓ The average invoice processing time has gone down from 22 days to two days, beyond the best in class.
- ✓ System usage onsite ensures compliance while removing leakage from agreements.
- ✓ Ability to instantly visualize risk alerts has cut mitigation efforts from weeks to hours
- ✓ One, centralized supplier profile cuts exceptions and drives up collaboration across projects
- ✓ Building cost visibility creates savings and more accurate price forecasting on new projects
- ✓ One PQQ across the whole organization streamlines process compliance



ABOUT ISG

ISG Ltd is a privately-owned, London, UK-based construction company. ISG's vision is to be the world's most dynamic construction services company, delivering places that help people and businesses thrive. Their 2,800 worldwide specialists deliver unbeatable customer experiences fuelled by a fast-paced, ideas-driven culture.

Contact us: info@ivalua.com

ivalua.com



ALL Spend, ALL Suppliers, ONE Platform

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