



patni

*World-Wide Partnerships. World-Class Solutions.*

ALOAUG - Oct-2005

# iProcurement - Key to speedy processing

An implementation Case Study

- Seema Sharma (Seema.Sharma@Patni.com)

- Overview of Patni Computer Systems
- Overview of Oracle iProcurement
- Implementation of iProcurement - An Overview
- Implementation of iProcurement - An Approach
- Implementation of iProcurement - Final Results
- What's new

# Overview of Patni Computer Systems

# Sustained Growth

Provide full life cycle solutions to customers adopting and working with Enterprise Applications packages

- 27 years of consistent growth, 34% CAGR - 4 years
- 181 active customers across 15 countries; 46 million dollar clients
- 24 sales offices, 10 global development centers
- Public listed company in India - soon to be listed in the US
- Ranked amongst the 10 Best Companies to work for in India\*
- Expertise in Verticals like Manufacturing, Insurance, Financial services, Telecom

## Packaged Solutions

- Baan
- i2
- JDE
- Oracle
- PeopleSoft
- SAP
- Siebel

## Delivering Business Value

- Comprehensive end-to-end solutions
- Mature delivery model
- Committed service levels
- Continuous process improvement
- Optimized customer ROI

\* HR Study by Mercer and Business Today : December 2004

# Partnerships and Associations

i2 Solutions Partner - MDM

Oracle CSP Member

SAP Consulting Services Partner

Siebel Consulting Partner

SSA Global  
SSA Global Alliance Partner, SSA Source Code Partner

EPC Global Inc. Consulting Partner

OATSystems  
Consulting Partner

Manhattan Associates  
Systems Integrator

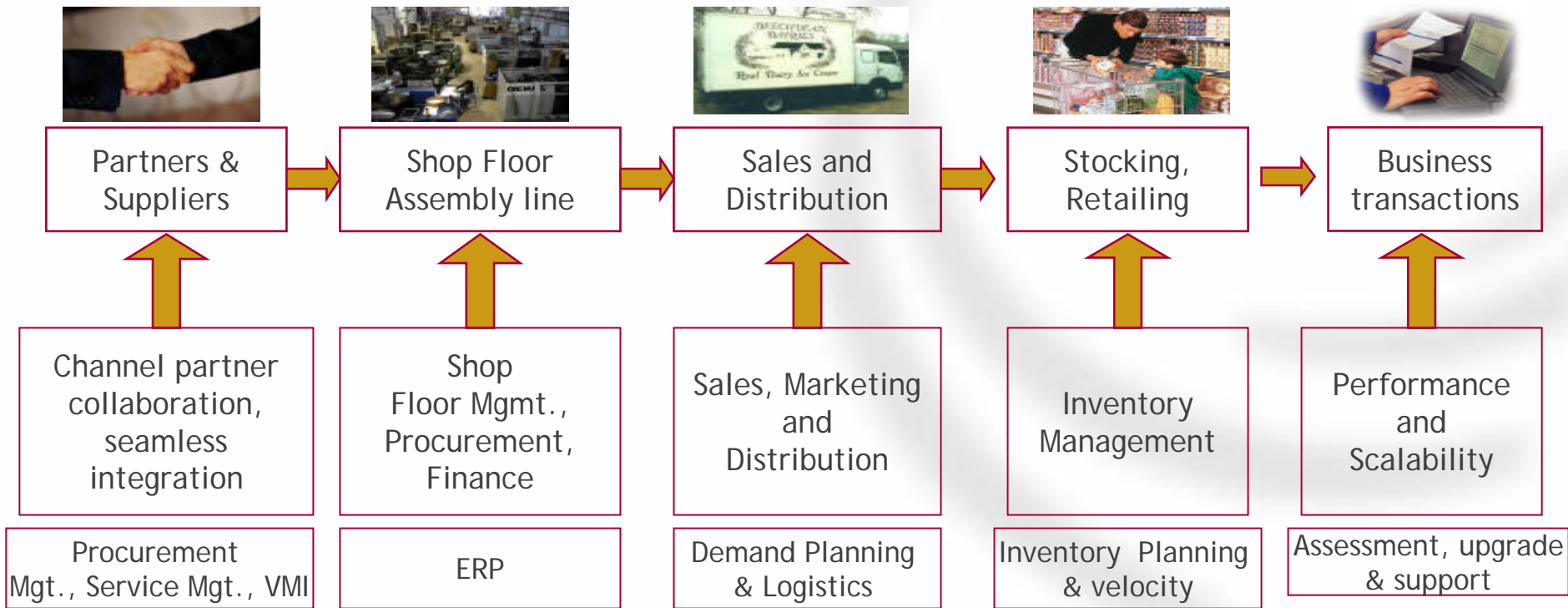
Scanology BV  
Systems Integrator

Power Paper Ltd  
Consulting Partner

Lowry Computer Products  
Hardware Partner

# Enterprise Value Chain - Patni's Role

## Business Processes



BI, CDH, CRM, DW, Portals, SCM

Single View of the Customer Across the Organization

# Overview of Oracle iProcurement

---

# Overview of Oracle iProcurement

- Automates and centralized sourcing
- Paperless requisition generation and approval process - Key to speedier sourcing
- Extends requisition & receiving to a web front face
- Provides workflow based configurable approval and document creation processes
- Provides powerful catalog search engine
- Simplifies catalog loading - XML or XLS
- Templates to capture additional information for purchase by item / code / category
- Allows usage as a “shared service”
- Simplifies system administration

**Improve Service through Reduced Costs and Faster Cycle Times**

# Implementation of iProcurement

---

An Overview

# Business Objectives

- Reduce procurement cycle time and transaction costs
- Enhance reporting and hence decision making
- Better contract management and spend analysis
- Provide an easy to use application for users and purchasing professionals
- Streamline order placement and tracking on a real-time basis
- Create a standardized procurement process across business units
- Identify preferred sources for materials and services
- Simplify procurement processes to ensure compliance
- Integrate with Oracle Financials

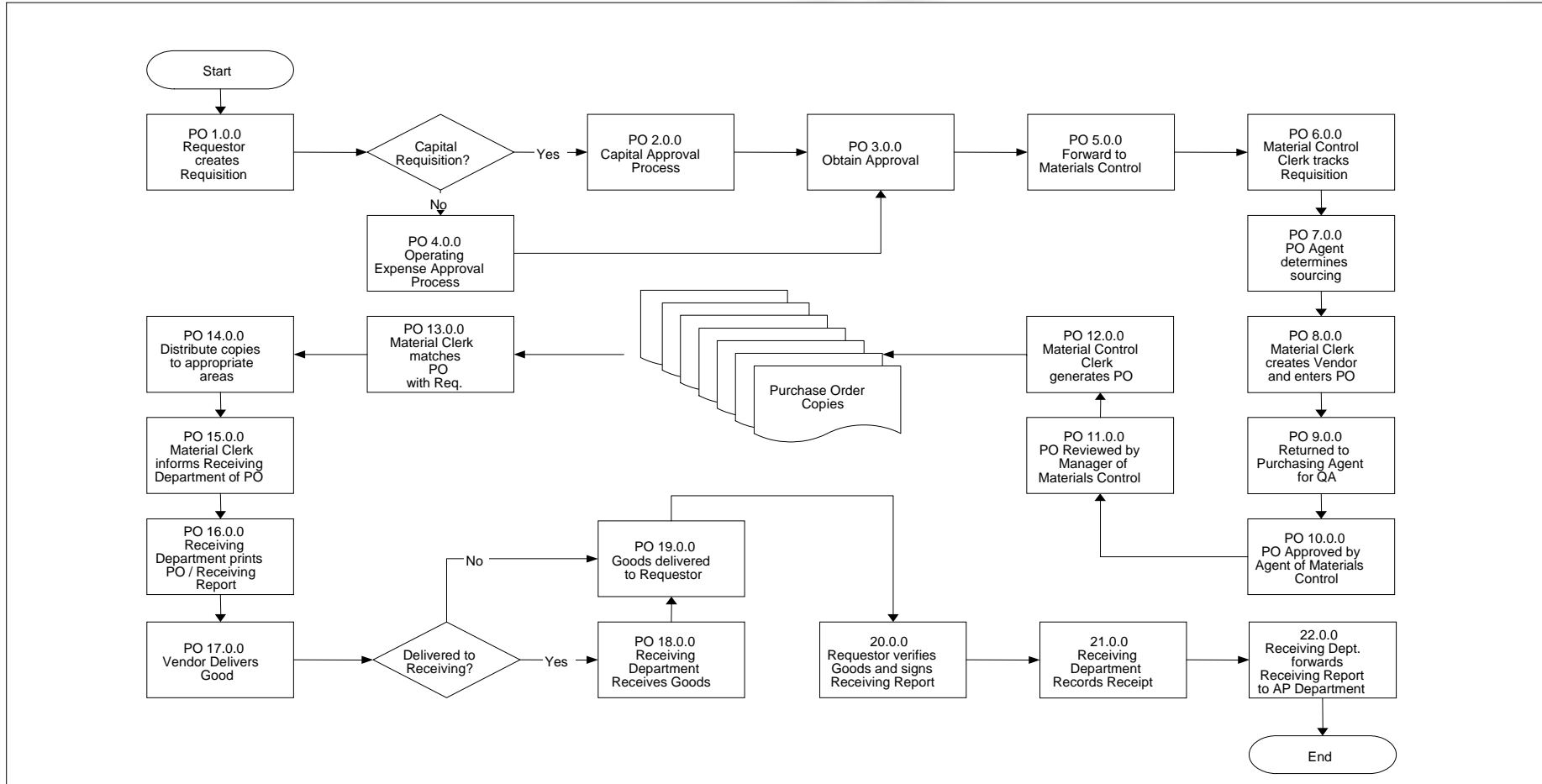
**Streamline Business Procurement Process for Better Compliance**

# As-Is Business Process

- Ad hoc, non-streamlined procurement process
  - Many manual processes involved
- Purchasing department not in control
- Different departments ordering items/services from same vendor at different prices
- No traceability or audit - Spend Analysis not possible, resulting in loss of savings
- Retroactive purchasing & maverick buying
- No control on charge account assignment
- No PO process for certain kinds of services

**No Control, Errors , Long Cycle Time**

# As-Is Business Process

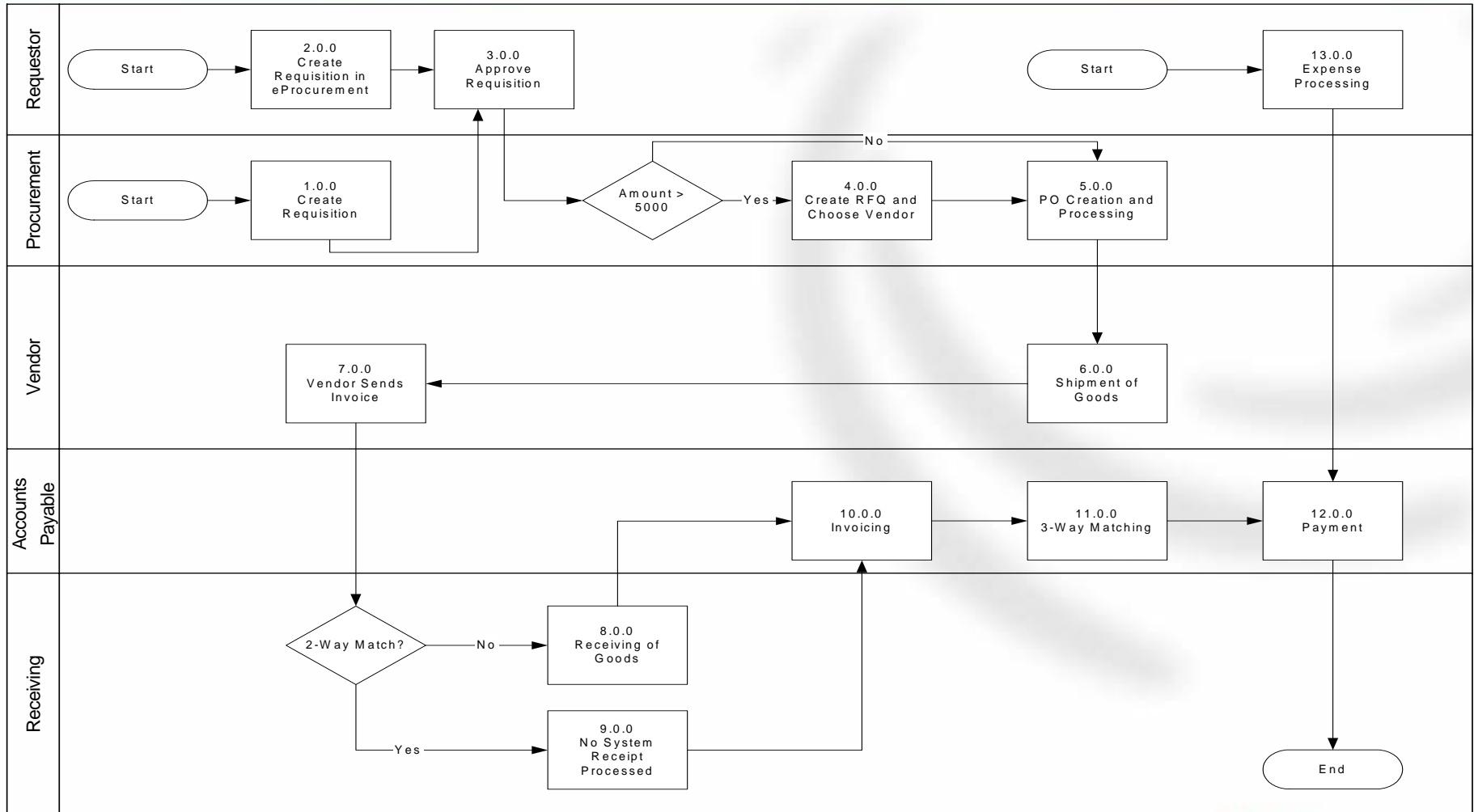


# Implementation Fast Facts

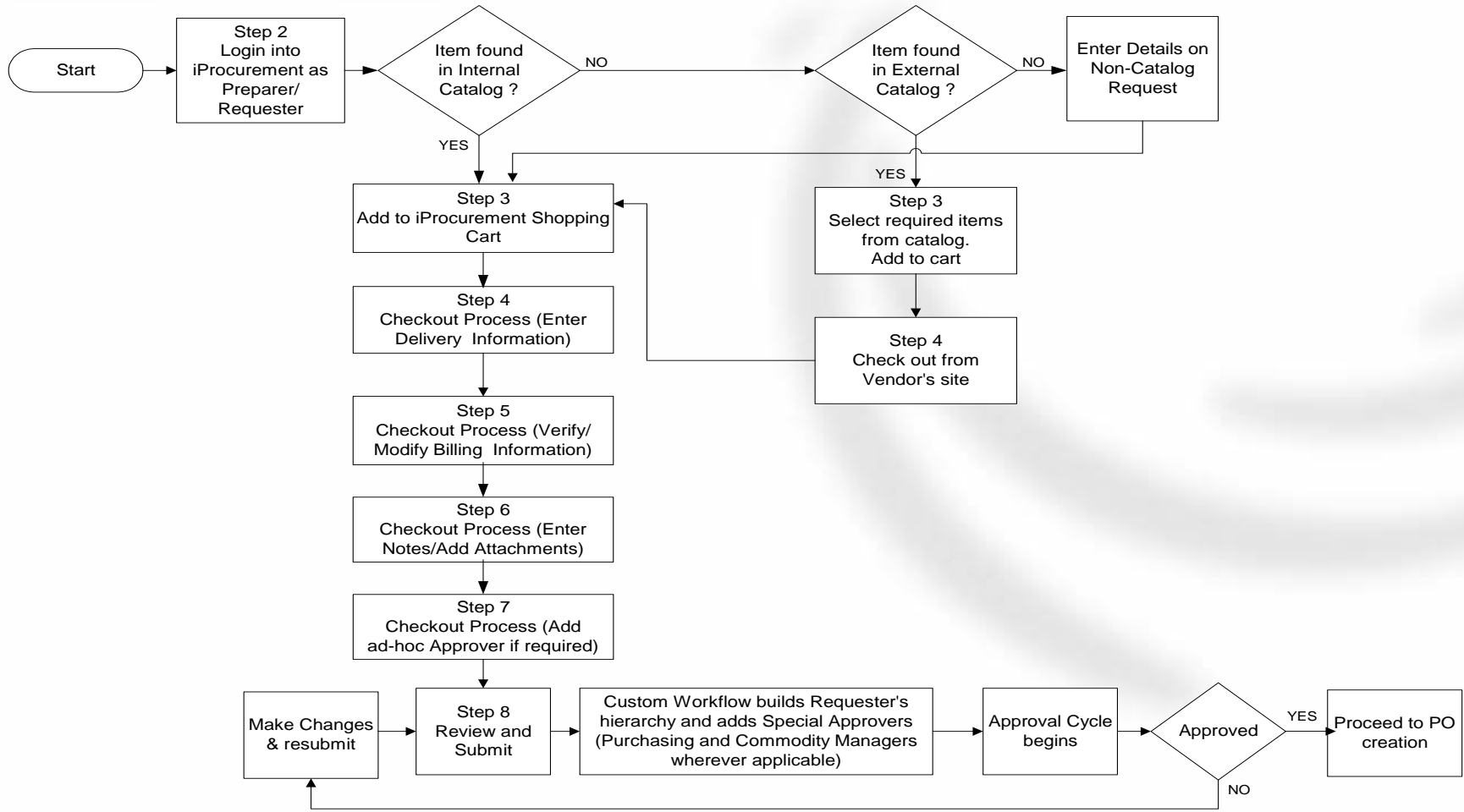
- Oracle iProcurement 11.5.9
- 6 Months end-to-end implementation, 8-10 Consultants
- Executive management involvement
- Water Fall Method
- Dedicated PMO
- Dedicated customer team of business and IT users
- Weekly reviews by Steering Committee

# To-Be Business Process

OAUG Fusion Council Member



# To-Be Business Process - Requisitions



# Implementation of iProcurement

---

The Approach

# Implementation Approach

Analyze As-Is & To-Be  
Processes

Determine High Level  
Strategy & Approach

Determine Catalog  
Presentation & hosting strategies

Evaluate & Finalize  
Catalog Options

Work out Punch-out  
Guidelines

Hold Supplier meetings

Plan Categories & Catalogs

# Implementation Approach

Define  
Setup & Supporting elements

Define & Load Catalogs

Conduct CRP 1

Freeze Workflow  
Modification Designs

Develop Extensions &  
Workflow Solutions

Test run on all Supplier  
Catalogs & P/O sites

Training + UAT  
Deployment

# Implementation Details - Customizations

- Requisition approval workflow
- PO approval workflow
- PO auto create workflow
- Invoice approval integration with iProcurement
- PO email transmission to vendor
- Online funds check

# Requisition Approval Workflow

- Customized to include special approvers
- Approvers based on requisition type
- Approvers based on line type goods Vs services
- Adding cost center managers - cost center editable on Charge Account
- Adding purchasing approvers and commodity managers (based on requisition amount)
- Implement timeout without supervisor escalation

# PO Approval Workflow

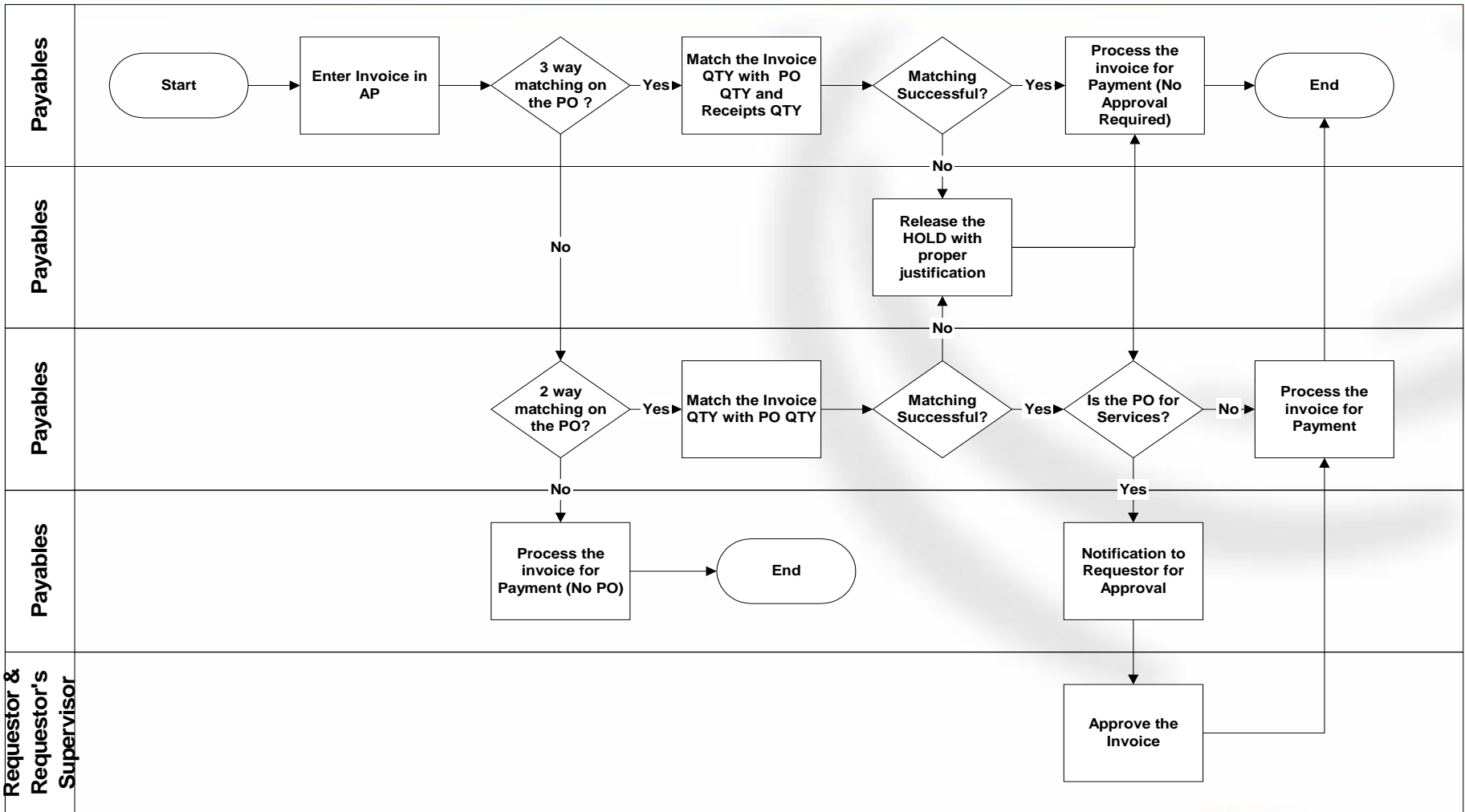
- Integrate email solution
- Does not use 3<sup>rd</sup>-Party tool to e-mail PO
- PO as PDF attachment
- Sends copy of PO to buyers for information - automatically
- Sends attachments to suppliers along with PO

# Auto Create Workflow

- Auto create PO only for punch-out requisitions
- Populate suggested buyer based on the category
  - Each buyer mapped to multiple categories

# Invoice Approval integration with iProcurement

OAUG Fusion Council Member



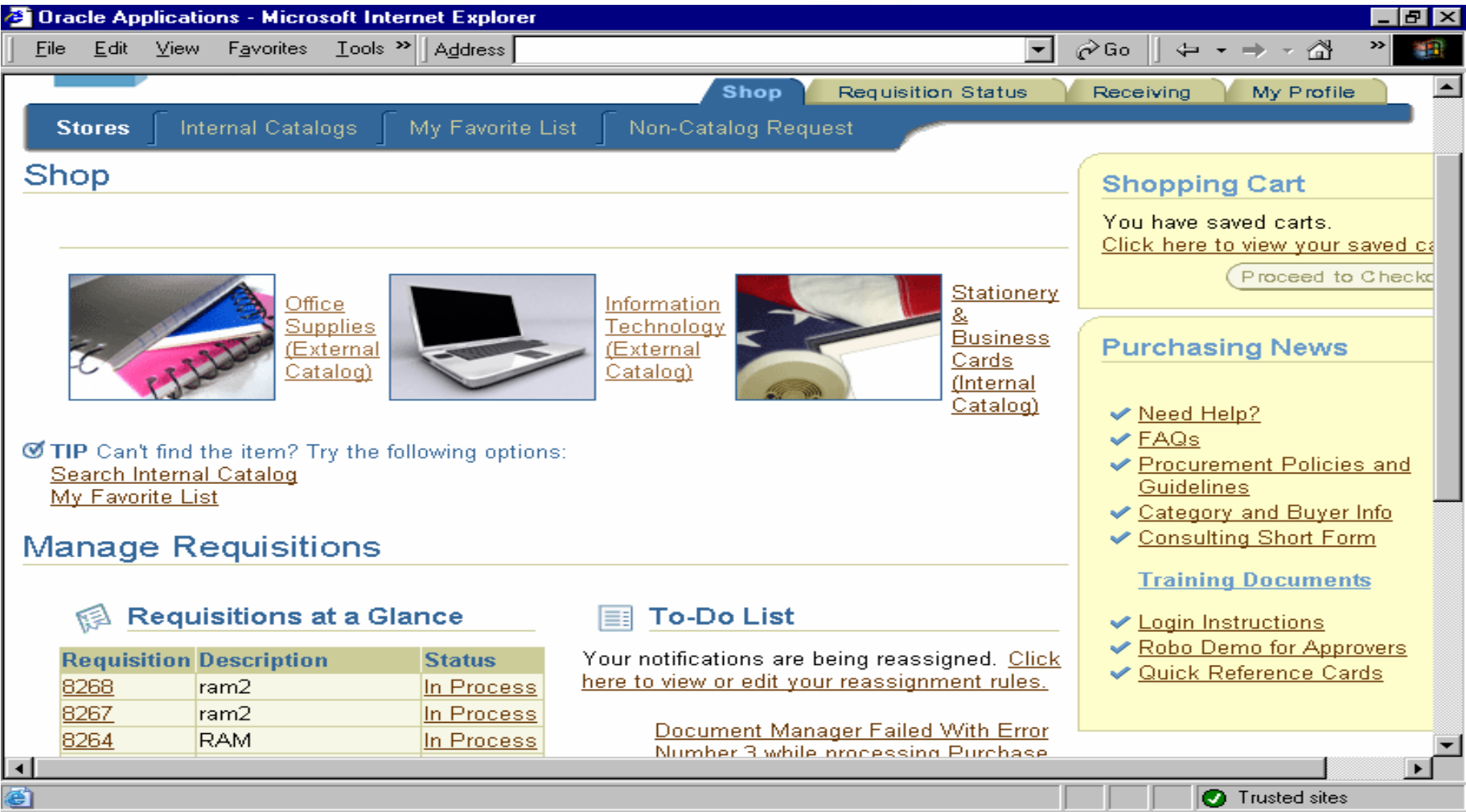
# Implementation of iProcurement

---

Final Results

# Easy to Use Procurement Front-End

OAUG Fusion Council Member




**Oracle Applications - Microsoft Internet Explorer**

File Edit View Favorites Tools >> Address  Go


**Shop** Requisition Status Receiving My Profile

Stores Internal Catalogs My Favorite List Non-Catalog Request


## Shop



[Office Supplies \(External Catalog\)](#)



[Information Technology \(External Catalog\)](#)



[Stationery & Business Cards \(Internal Catalog\)](#)

**TIP** Can't find the item? Try the following options:  
[Search Internal Catalog](#)  
[My Favorite List](#)

## Manage Requisitions

**Requisitions at a Glance**

Requisition	Description	Status
<a href="#">8268</a>	ram2	In Process
<a href="#">8267</a>	ram2	In Process
<a href="#">8264</a>	RAM	In Process

**To-Do List**

Your notifications are being reassigned. [Click here to view or edit your reassignment rules.](#)

[Document Manager Failed With Error Number 3 while processing Purchase](#)

### Shopping Cart

You have saved carts.  
[Click here to view your saved carts.](#)

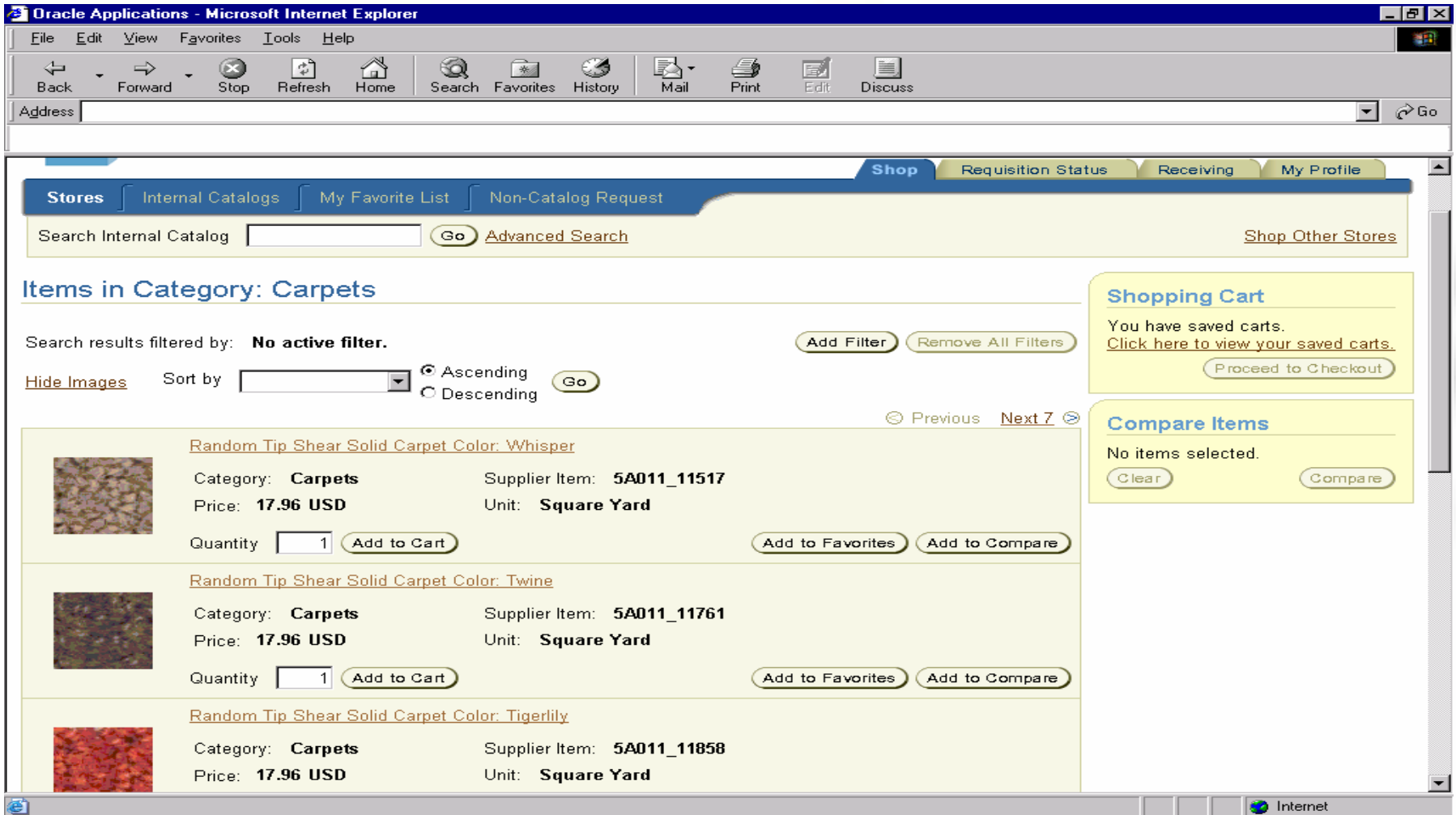
### Purchasing News

- [Need Help?](#)
- [FAQs](#)
- [Procurement Policies and Guidelines](#)
- [Category and Buyer Info](#)
- [Consulting Short Form](#)

#### Training Documents

- [Login Instructions](#)
- [Robo Demo for Approvers](#)
- [Quick Reference Cards](#)

# Browse Internal catalog



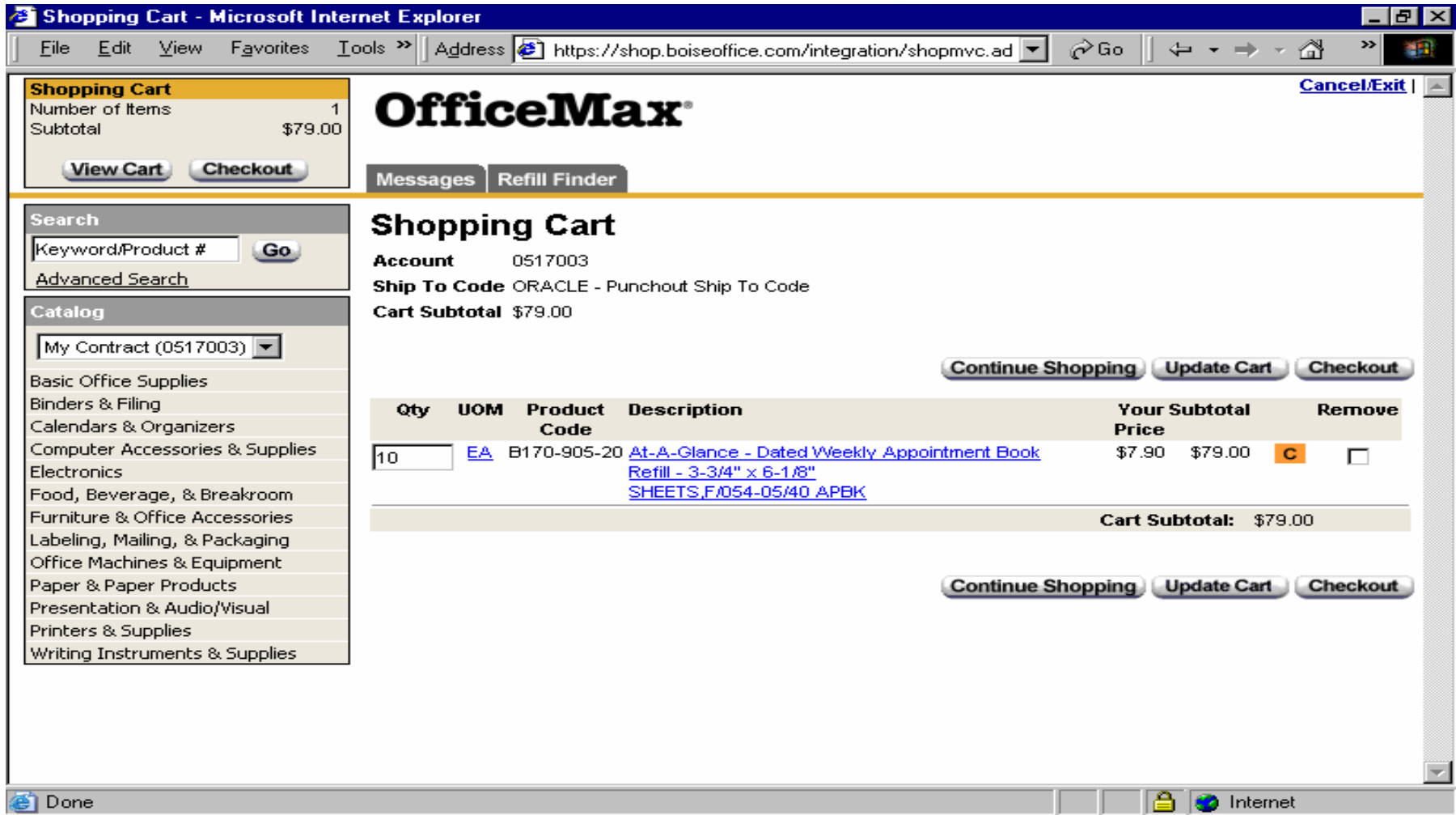
The screenshot shows a Microsoft Internet Explorer browser window displaying the Oracle Applications internal catalog. The browser title is "Oracle Applications - Microsoft Internet Explorer". The address bar is empty. The main content area shows a navigation menu with "Stores", "Internal Catalogs", "My Favorite List", and "Non-Catalog Request". Below the menu is a search bar for "Search Internal Catalog" with a "Go" button and a link to "Advanced Search". The current category is "Carpets". The search results are filtered by "No active filter." and are sorted by "Ascending". There are three items listed:

- Random Tip Shear Solid Carpet Color: Whisper**  
Category: Carpets, Supplier Item: 5A011\_11517, Price: 17.96 USD, Unit: Square Yard. Quantity: 1. Buttons: Add to Cart, Add to Favorites, Add to Compare.
- Random Tip Shear Solid Carpet Color: Twine**  
Category: Carpets, Supplier Item: 5A011\_11761, Price: 17.96 USD, Unit: Square Yard. Quantity: 1. Buttons: Add to Cart, Add to Favorites, Add to Compare.
- Random Tip Shear Solid Carpet Color: Tigerlily**  
Category: Carpets, Supplier Item: 5A011\_11858, Price: 17.96 USD, Unit: Square Yard. Buttons: Add to Favorites, Add to Compare.

On the right side, there is a "Shopping Cart" section with the message "You have saved carts. Click here to view your saved carts." and a "Proceed to Checkout" button. Below it is a "Compare Items" section with the message "No items selected." and "Clear" and "Compare" buttons. The browser's status bar at the bottom shows "Internet".

# Punch Out to an External Catalog

OAUG Fusion Council Member



**Shopping Cart - Microsoft Internet Explorer**

File Edit View Favorites Tools >> Address <https://shop.boiseoffice.com/integration/shopmvc.ad> Go

**Shopping Cart** [Cancel/Exit](#)

Number of Items: 1  
Subtotal: \$79.00

[View Cart](#) [Checkout](#)

**OfficeMax**

Messages Refill Finder


**Shopping Cart**

Account 0517003  
Ship To Code ORACLE - Punchout Ship To Code  
Cart Subtotal \$79.00

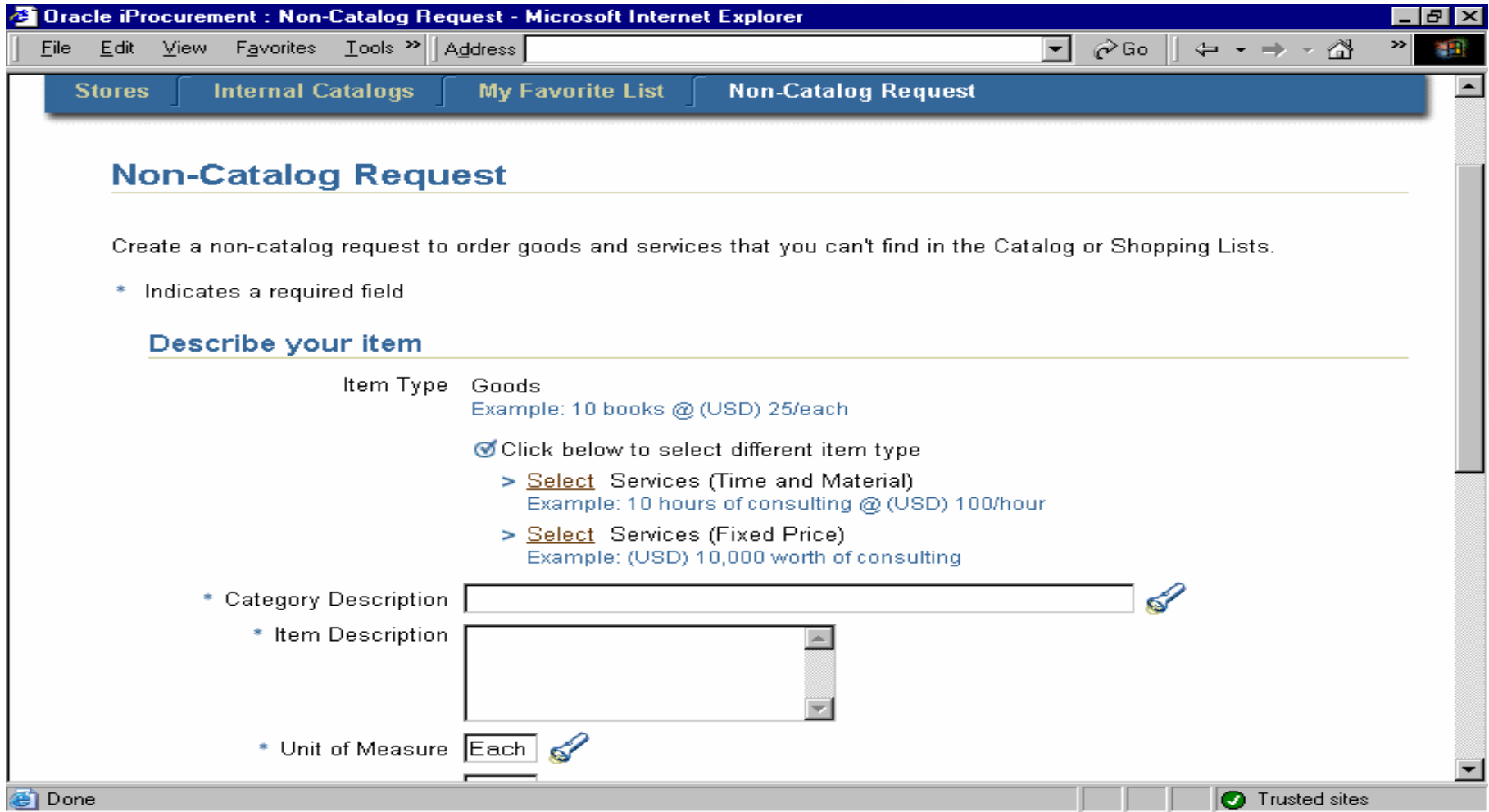
[Continue Shopping](#) [Update Cart](#) [Checkout](#)

Qty	UOM	Product Code	Description	Your Subtotal Price	Remove
10	EA	B170-905-20	<a href="#">At-A-Glance - Dated Weekly Appointment Book Refill - 3-3/4" x 6-1/8" SHEETS,F/054-05/40 APBK</a>	\$7.90 \$79.00	<input type="checkbox"/>
				<b>Cart Subtotal:</b>	\$79.00

[Continue Shopping](#) [Update Cart](#) [Checkout](#)

Done   Internet

# Add a Non-Catalog item



Oracle iProcurement : Non-Catalog Request - Microsoft Internet Explorer

File Edit View Favorites Tools >> Address  Go

Stores Internal Catalogs My Favorite List Non-Catalog Request

## Non-Catalog Request

Create a non-catalog request to order goods and services that you can't find in the Catalog or Shopping Lists.

- \* Indicates a required field

### Describe your item

Item Type Goods  
Example: 10 books @ (USD) 25/each

Click below to select different item type

- > [Select](#) Services (Time and Material)  
Example: 10 hours of consulting @ (USD) 100/hour
- > [Select](#) Services (Fixed Price)  
Example: (USD) 10,000 worth of consulting

\* Category Description

\* Item Description

\* Unit of Measure

Done Trusted sites

# Select and add item to Cart

Oracle iProcurement : Shopping Cart - Microsoft Internet Explorer

File Edit View Favorites Tools >> Address  Go

Shop Requisition Status Receiving My Profile

## Shopping Cart

Shopping Cart Delivery Billing Notes Approvers Review & Submit

### Shopping Cart Contents

[Open Saved Cart](#)

Line	Item Description	Special Info	Unit	Quantity	Price	Total (USD)	De
1	<input type="text" value="SHEETS.F/054-05/40 APBK"/>		Each	10	7.90	79.00	
<b>update</b> Total (USD)						<b>79.00</b>	

To view new totals after updating quantities, click the **update** link.

[Return to Shopping](#)

---

Save the items in your 
 One-step checkout for 
 Easy step-by-step

Done     Trusted sites

# Review and Submit

OAUG Fusion Council Member

Oracle iProcurement : Review & Submit Requisition - Microsoft Internet Explorer

File Edit View Favorites Tools >> Address  Go

---

**Requisition 8269** **Total (USD) 79.00**

Created by **John**  
 Creation Date **04-MAR-2005** P-Card Number  
 Description **planners**  
 Justification **na**  
 Note to Procurement

[Add Attachments](#)

Attention To	Type	Description

---

**Items**

To view all the information for a line item, click its **View** link.

	Line	Item Description	Unit	Quantity	Price	Total (USD)
<a href="#">▶ View</a>	1	SHEETS,F/054-05/40 APBK	Each	10	7.90	79.00
<b>Total (USD)</b>						<b>79.00</b>

[Clear Checkout Changes and Return to Shopping Cart](#)

Shop | Requisition Status | Receiving | My Profile | **Shopping Cart** | Help

Done     Trusted sites

# Process Comparison

## Pre Implementation

- Ad hoc, not streamlined
- No Controls
- Cycle time - 20 days
- De-centralized Purchasing
- No Matching on Invoices
- Long Payment cycles
- Error Prone- Paper based Processes

## Post Implementation

- Streamlined a/c organization
- Controls on - Spend, Prices
- Cycle time - 30 minutes to 3 hrs
- Centralized Purchasing
- Invoices Matched to POs & Receipts
- Fast payments, Vendor Discounts
- Paperless Processes

# Best Practices

- Use of AIM Methodology
- Greater user involvement through multiple CRPs
- Detailed bulk loader guidelines for vendors with Item Price template
- Use of Workflow templates
- Addition of FAQ , help demo, handy information on home page
- Well defined Change Management Process
- Well established Tar Review Process
- Extensive QA - dedicated teams for QA
- Use of Lotus Notes based Issue Tracking System
- Effective use of existing Intranet Portal to communicate with the users
- Go-Live Checklist, Dry run & Planning for Production rollout

**Planning, Processes, Methodologies: Key To Success**

# Business Benefits

- Reduced procurement cycle time from 20 days to 3 Hrs
- Avoid duplication of requisitions
- Eliminate need for paper based requisitions
- Speed up payments to suppliers - better supplier relationships
- Better discounts from suppliers - combined purchase across all business units
- Participate in transactions with web stores and marketplaces
- Consistent business practices across organization

**Streamline Business Procurement Process for Better Compliance**

# Challenges

- Managing non-contract items from punch-out sites
- Integrate suppliers into the procurement process
- Customization Approval functionality
  - Approver list displayed at checkout different from actual list
  - Preparers hierarchy different than requestors hierarchy
  - Approval hierarchy modifications made by preparer
  - Delegation of approval to terminated employee
  - Downward delegation to an approver
- Modification of Forward-To functionality to include just the F/T person in requestor's hierarchy
- Content Management - Getting categories and catalogs right
- Email notifications in development environments
- Adoption of UNSPC categories structure to current needs

**User Adoption To New Procurement Processes**

# What's New

---

# What's New - iProcurement 11.5.10

- Integration with AME
- Reset password functionality
- Single / Express checkout process
- Save requisition during checkout process
- Smart Forms - handy for non-catalog requests
- 'Procure to Pay' lifecycle tracking
- Re-punch out capability

# What's New - iProcurement 11.5.10

## Services Procurement

- **Control and automate your services spend**
  - Single point of entry for services requests using Smart Forms
  - Enforce usage of preferred suppliers, pre-negotiated rates, job skills
  - Employees confirm services rendered / approve contractor timecards and can track to budget
  - Self-billing to reduce invoicing costs
- Complete supplier collaboration from negotiation through payment
- Maintain contractor performance repository

# What's New - iProcurement 11.5.10

## Procurement Contracts

- **Embedded in procurement processes**
  - Sourcing: negotiate best prices based on documented T's and C's
  - Purchasing: require contract signatures prior to PO execution
  - Access contract details from sourcing and purchasing documents
- **Standardization and compliance**
  - Simplified templates with pre-approved articles and standardized language
  - Automated revision control and workflow-driven approvals
  - Monitor buyer and supplier deliverables

Q & A

---

# Thank You

---

Contact :

Patni Computer Systems, Inc.

E-Mail : [eas@patni.com](mailto:eas@patni.com)