CUSTOMER PROBLEM

Procurement Policy Journey

Customer	Procurement Admin		Procurement buyer and Compliance purchase managers	
Stage	**1. Awareness & Need Recognition**	**2. Discovery & Evaluation**	**3. Policy Usage**	**4. Insight & Optimization**
Actions	Action 1: Reviews monthly spend reports and notices inconsistencies. Discovers multiple departments making off-contract purchases Action 2: Requests transaction reports from finance. Manually cross-references purchases against approved policy list and identifies new policy areas. Action 3: Calls stakeholders to discuss policy adherence. Policies are generated	Track and monitor all the purchases and map back to policy Generate report of purchases mapping back to policy adherence	Shares report on policy adherence verification Are purchases compliant? Preferred and Most preferred items are purchased. Compliant purchases help in cost optimization Restricted items or non compliant items bought	Investigates the purchase orders and registers the anomaly Develops new policies & modifies new ones Shares out the revised cost optimization report
Problems	• Dispersed data across multiple systems • Inability to quickly identify non-compliant spending • Time-consuming manual reporting processes	• No easy way to gain visibility into policy compliance rates • Difficulty to track groups with highest non-compliance • Discovers spending patterns previously missed	• Difficulty connecting spending patterns to specific policies • Manual effort to compile transaction-level data • Limited ability to drill down into specific categories	• Hard to monitor procurement policy efficiency metrics • Discovers increased rogue spending identified in monthly reports • Need to demonstrate policy effectiveness