

**How do you
successfully
roll out your
European contract?**

**Working together
to achieve
our objectives**



All you need. **With love.**



European

agreements for indirect
spend are relatively new

5 Years experience

Learning every day

Organisations are complex

& structured differently

Levels

of importance vary

Local

challenges

Cultures

are different

WHAT ARE WE TRYING TO ACHIEVE TOGETHER?

INDIRECT SPEND



of a company's hidden costs



of suppliers



of buyers acknowledge that the number of suppliers is their largest pain point



of companies have a dedicated organisational structure to manage this



Provide visibility
& control



Rationalise
the supplier base



Indirect
spend

Preparation

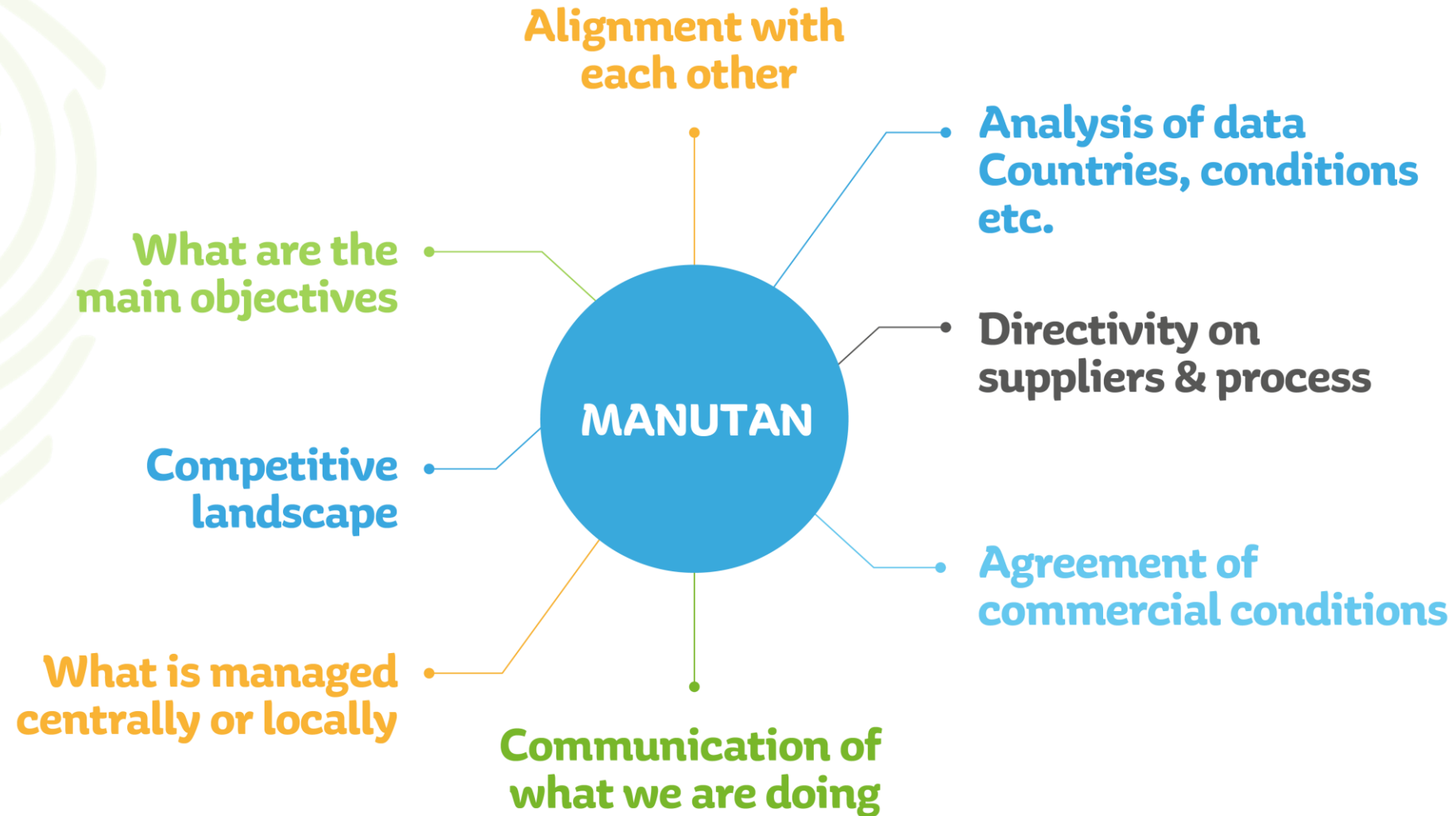


The first
3 months



Management
& Review

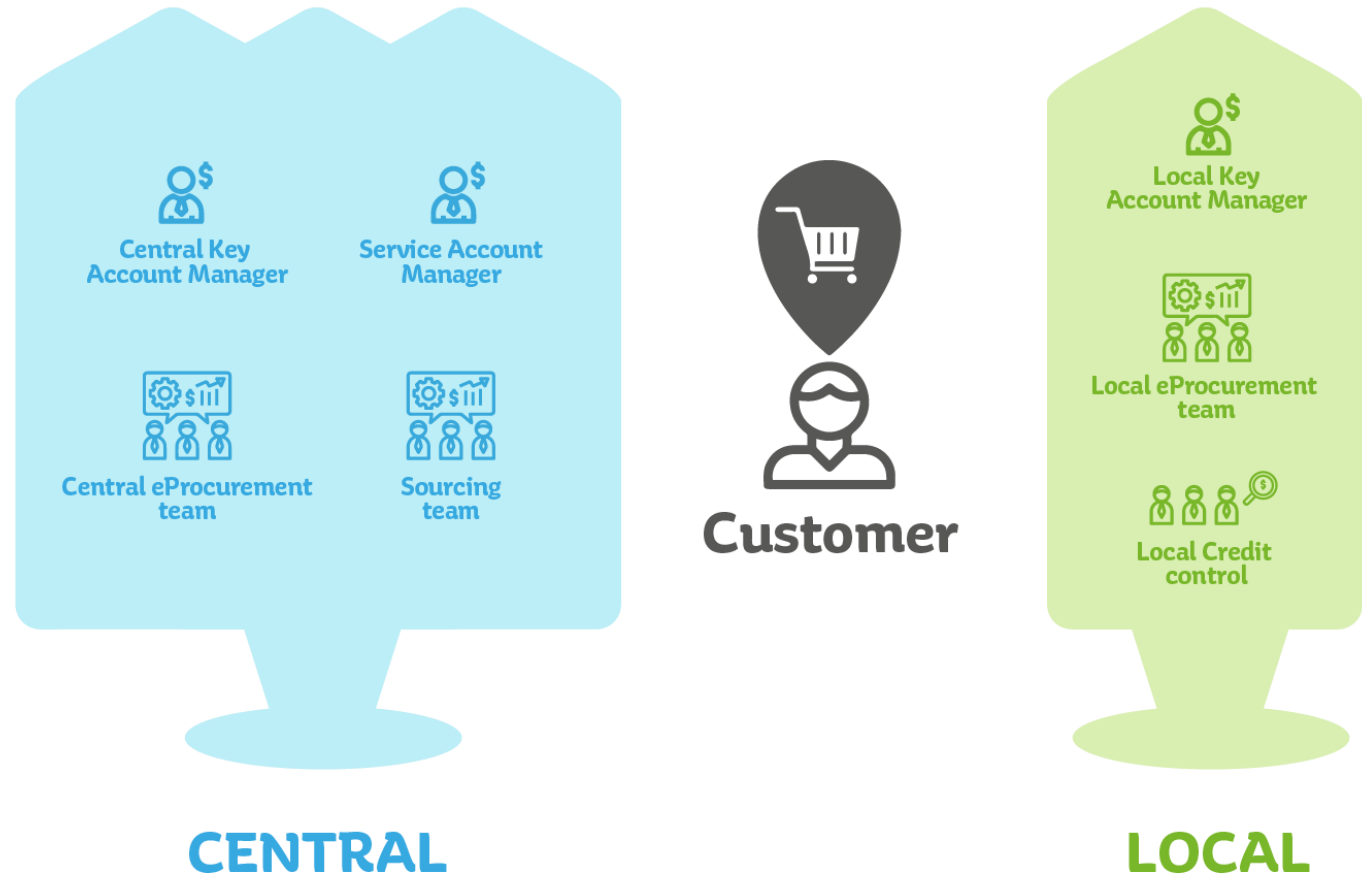
PHASE 1 – BEFORE THE AGREEMENT



PHASE 2 – THE IMPORTANCE OF THE FIRST THREE MONTHS

DEFINITION OF DEPLOYMENT

- Central alignment & communication
- Local deployment with dedicated teams
- Prioritisation & coordination
- Frequent interaction – Customer & Manutan
- Defined process
- User-centric



PHASE 2 – THE FIRST THREE MONTHS – DEPLOYMENT KIT

Dedicated European team



Project plan & team alignment



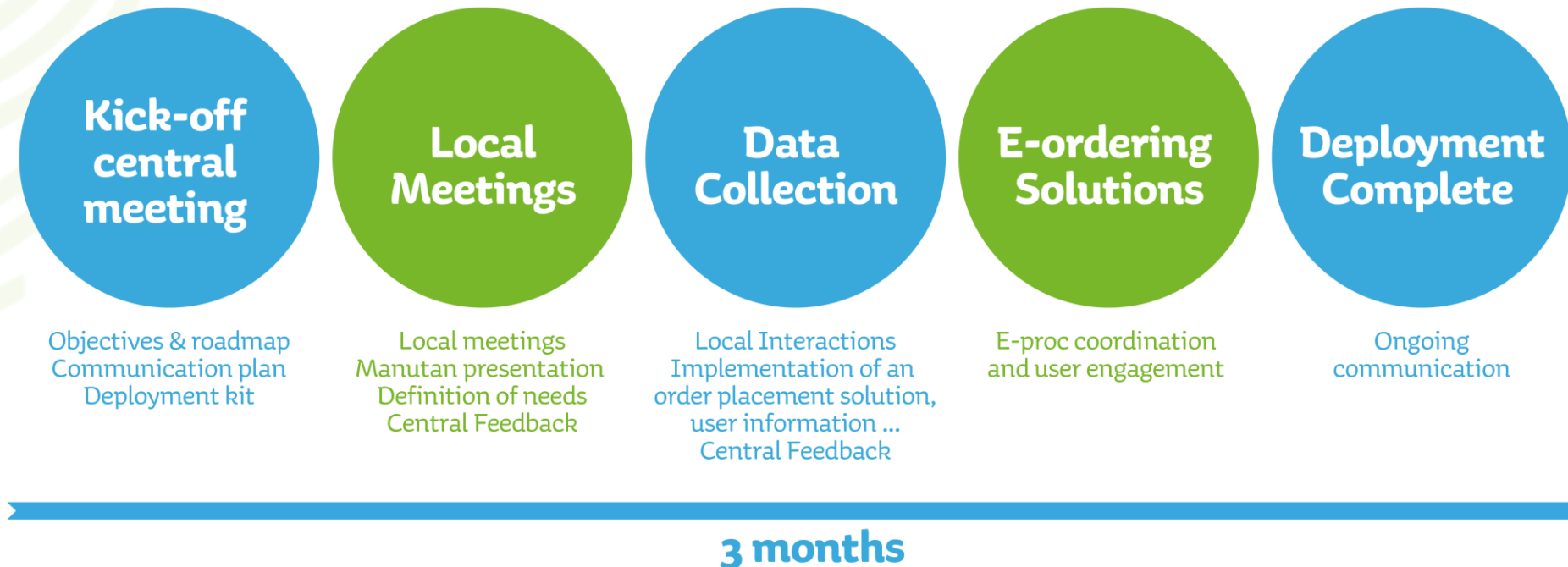
With a common, clear & consistent message

The image displays two versions of a promotional flyer for the 'Manutan first' program. The left flyer is in French and the right is in English. Both flyers feature the Manutan logo and the 'Manutan first' branding. The French flyer includes a 'Savings' section with a 13% discount on all catalog items (excluding IT products and phone) and a 'FREE Delivery' section. The English flyer includes a 'Benefits' section with a simplified ordering process, better traceability, and an offer dedicated to the group for more serenity. Both flyers also include contact information for Gladys Mignan, account representative, and a list of product families: Warehouse, Industrial equipment and tools, Packaging, Hygiene, Safety, Outside area, and Office.

PHASE 2 – THE FIRST THREE MONTHS – OUR OBJECTIVE

CENTRALLY MANAGED – LOCALLY DEPLOYED

FAST DEPLOYMENT 5 MAIN STEPS



MONDELEZ - MANUTAN / CASE STUDY



13 COUNTRIES: PUNCH-OUT CATALOGUE SOLUTION

FREQUENT
CENTRAL
PROJECT
MEETING POINTS
BETWEEN
MONDELEZ &
MANUTAN

Centrally managed: two months



Locally deployed: three months



MONDELEZ - MANUTAN / TESTIMONIAL



« To have detailed roadmap aligned between the parties and synchronized coordination of its implementation – is vital for successful cooperation. »



Vadym Lytvyn
MRO Sourcing Manager, Europe

MONDELEZ EUROPE

***N°1**
Chocolate
& biscuits

\$9.7
billion
net revenue
in 2016

26
century-old
brands

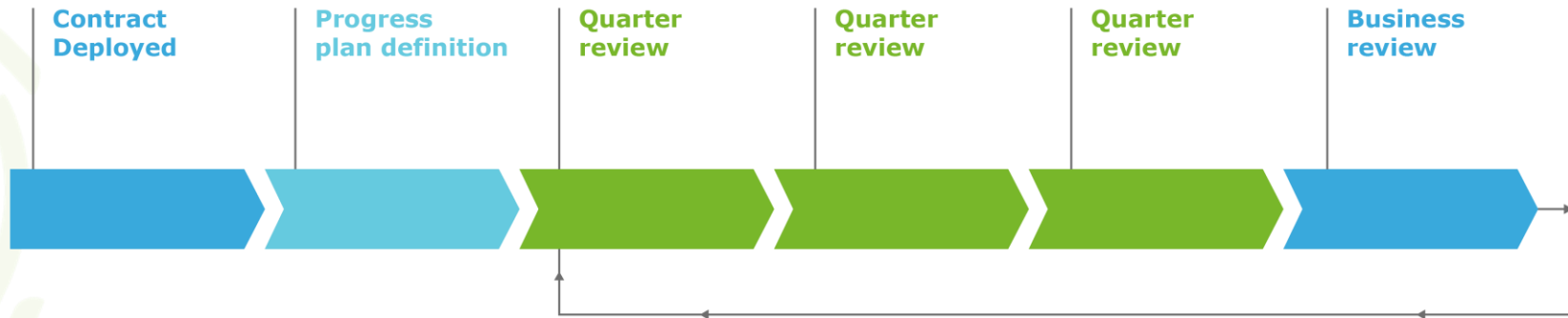
Leading
position gum
& candy

30,000
employees

48
countries



PHASE 3 – MANAGEMENT & REVIEW



CAUSES OF DELAY IN DEPLOYMENT

CUSTOMER

- Local buyers not aware of their internal IT processes to start setting up the punch-out solution
- Local buyers and users do not know how to use punch-out
- Resistance from some sites in deploying Manutan
- Discussions concerning assorted suppliers vs. current supplier in place

MANUTAN

- E-business set-up for the punch-out featuring complex technical issues, low interaction between sales, E-proc and central

CORRECTIVE ACTIONS

CUSTOMER

- Produce a user guide on how to place an order with the punch-out with Manutan

MANUTAN

- KAM & E-proc team: both involved from the beginning of the deployment process
- Follow up VC with E-proc team + IT Central team support when needed

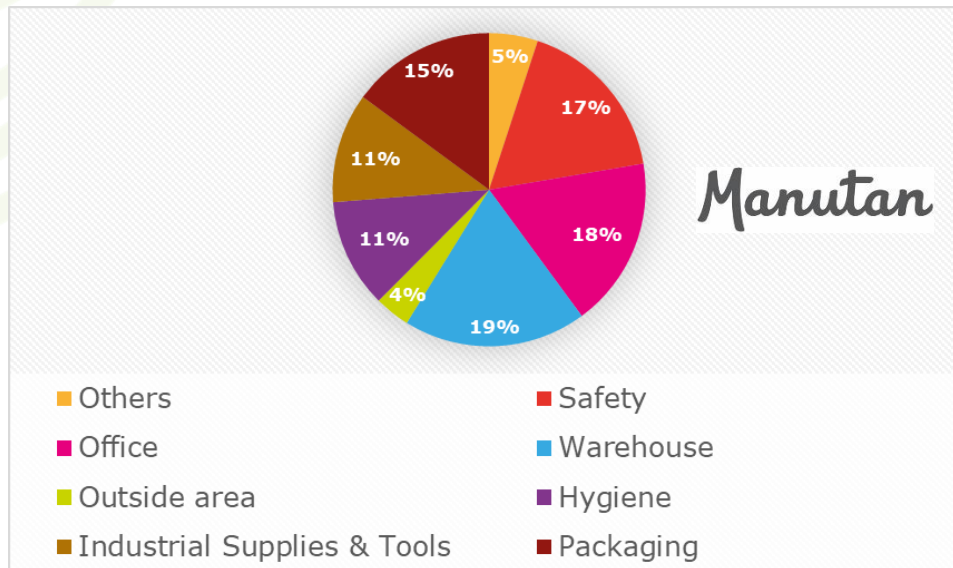
NEXT STEP

- Clear handover between completed deployment phase and management activities
- Monitor better performance where expected

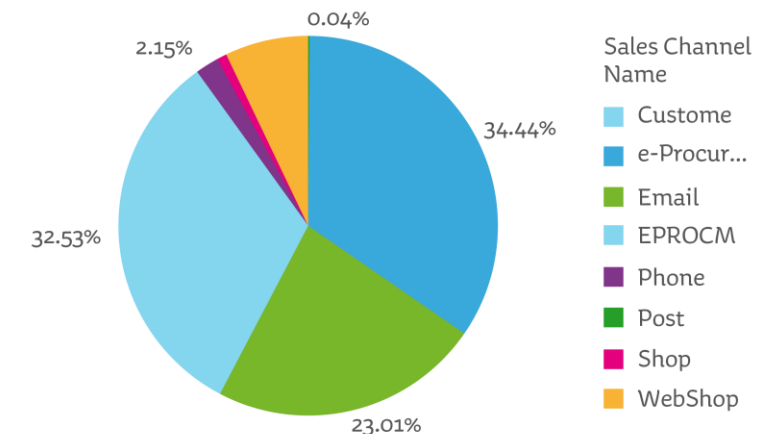
PHASE 3 – MANAGEMENT & REVIEW

TRACKING TRENDS IN PERFORMANCE:

- Country
- Business Unit
- Site
- Users
- Product mix, brand, private label
- Number of orders & channel



Percent by Channel



CONCLUSION



SUCCESSFUL DEPLOYMENT = ACHIEVEMENT OF OUR OBJECTIVES

- Indirect purchasing is a pain for many **organisations**
- **Successful deployment** depends on the activity before any agreement
- The **first three months** are crucial
- Sometimes there may be **resistance** from some parts of the organisation that must be resolved
- After a few months, data will start talking and you can **define actions** based on data and not on “feelings”
- We have the **experience and expertise** to support you on this journey
- With **clear visibility**, you can **gain control**

THANK YOU

Any questions?

