



CASE STUDY

Telecommunications
Technology

SPEND AUTOMATION

HOW A GLOBAL TELECOMMUNICATIONS COMPANY ACHIEVED PROCUREMENT EFFICIENCY THROUGH A STRATEGIC PARTNERSHIP WITH SIMFONI

ABOUT E&

E& is a global leader in telecom and technology services, recognized for its extensive portfolio that meets a wide range of customer needs. The company has expanded its footprint significantly through strategic acquisitions in various industries, allowing it to serve a global customer base. Alessandro Cinturino, the Senior Vice President of Commercial and Business Procurement at E&, oversees a complex procurement structure split into two pillars: Commercial Business Technology Procurement, focusing on IT and network infrastructure, and Procurement Efficiency, which provides governance and consistency across the organization. This dual structure is designed to support both the company's operational backbone and its commercial endeavors, ensuring that procurement processes align with the broader strategic goals of E&.

THE SITUATION

Prior to engaging Simfoni, E& grappled with significant challenges managing tail spend—a common issue where a large quantity of vendors provides products and services of relatively low

value, leading to a fragmented procurement process. This situation was exacerbated by the complexity of managing numerous small transactions across various categories, which made it difficult to implement a cohesive category strategy.

The high volume of low-value transactions created administrative burdens, driving up costs related to Purchase Order (PO) generation and invoicing. Moreover, the lack of visibility and control over these expenditures made it challenging to analyze and manage the overall spend profile effectively. This hampered the company's ability to enforce procurement best practices and placed additional strain on internal resources, diverting focus from strategic procurement activities that were critical to E&'s core business.

The absence of a streamlined approach also led to delays and complications in processes, which in turn affected the company's ability to respond quickly to market demands. This was particularly problematic for a company like E&, where speed and agility are crucial to maintaining a competitive edge in the rapidly evolving telecom and technology sector.

SIMFONI'S APPROACH



In search of a solution, E& initiated a thorough market search for a technology partner. What set Simfoni apart from other solution providers was its approach to tailoring these solutions to meet the specific needs of a large, complex organization like E&. This adaptability, combined with Simfoni's robust reporting and data analytics capabilities, provided E& with the transparency and control they needed to manage their tail spend more effectively.

Simfoni's approach to solving E&'s procurement challenges centered on a few key strategies: automation, expertise-driven RFQ management, and enhanced spend visibility. Simfoni began by implementing its digital platform, which included automation tools designed to streamline procurement tasks. This included catalog buying via an integrated marketplace, allowing E& to manage non-strategic purchases with just a few clicks. The automation reduced the time and resources required for routine transactions, freeing up E&'s procurement team to focus on more strategic activities.

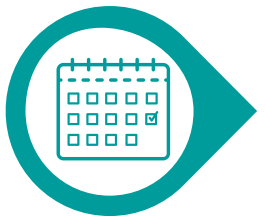
In addition to automation, Simfoni's experts worked closely with E& to ensure that their procurement policies and procedures were fully integrated into the new system. This collaboration was crucial in maintaining compliance with E&'s internal governance standards while also improving efficiency. The RFQ process, for instance, was tailored to meet E&'s specific requirements, enabling faster turnaround times and better alignment with the company's strategic goals. A significant aspect of Simfoni's approach was its focus on data-driven decision-making. By enhancing spend visibility through detailed reporting and analytics, Simfoni provided E& with the insights needed to make informed procurement decisions. This transparency not only helped in identifying cost-saving opportunities but also allowed E& to optimize its vendor relationships by consolidating spend and negotiating better terms.

RESULTS



20%

savings across managed tail spend



Significant reduction in supplier AP processing time. Time consuming supplier background checks eliminated



CONCLUSION

E&'s engagement with Simfoni has not only addressed their immediate procurement challenges but has also set the stage for long-term improvements in efficiency, cost management, and strategic procurement. The partnership exemplifies how a well-integrated digital solution, supported by expert knowledge, can transform a critical business function and drive significant value for large, complex organizations.

"We have achieved savings and gained the trust of the end users. The idea is to leverage Simfoni's expertise to offer our customers the [opportunity] to buy products and services efficiently."

-Alessandro Cinturino, SVP Commercial and Business Procurement at E&



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