Capgemini

Transforming financials and procurement to drive growth

SAP Ariba delivers financial transparency and improves operational efficiency at a leading propane distributor

Industry: **Energy and gas**
Location: **North America**
Tech and services: **SAP Ariba**

Challenge

- A leading propane retailer was already in a multi-year transformation journey that included updating financial and procurement systems
- The original system was built on the PeopleSoft platform and relied heavily on paper and reactive reporting
- With more than 700 locations, the network struggled with manual processes and paperwork
- Needed to create a system with more transparency and automation, and move away from paper while delivering both hard and soft savings

Solution

- The client decided to work with long-time partner Capgemini to refine the business case with a focus on savings and efficiency gains, manage suppliers and categories, and detail the changes of the implementation
- SAP Ariba was chosen as the best platform to achieve the transformation goals since it covered supplier discovery and risk management, as well as supply-chain collaboration
- Managing user adoption was key to creating processes that worked and did not interrupt the business
- Capgemini deployed an accelerated adoption methodology to drive real change management and conducted a series of readiness assessments to get a better understanding of stakeholder awareness
- Created a Change Network to drive a smooth transition and user acceptance, and conducted an Accelerated Solutions Environment (ASE) session to bring together the necessary stakeholders to make decisions and find alignment
- Capgemini introduced a buying-channel concept as part of the supplier-enablement program. A typical Ariba program would have five to 10 catalogs, but this project required 39

Result

- Delivered a touchless PO and streamlined invoice processing enabled by approvals at the requisition stage
- An integrated system architecture means the client's network can access simple, automated processes to make the jobs easier
- SAP Ariba delivered cost benefits, created procure-to-pay processes, and redefined financial processes
- Decisions can be made in real-time while keeping it user-friendly for its 700 locations and 3,000 users
- Platform expansion can lead to growth opportunities

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of $19.3 billion.

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Note: current conversion is €1 to $1.20 (2/17/21)