

FourPL implement Guided Buying for Indirects Project

“FourPL quickly understood our specific requirements and objectives, and were able to rapidly combine this understanding with a broad set of technical skills to help us to deliver a highly effective outcome for the business”

Ian Griffith, Head of Procurement, DuluxGroup



ABOUT THE CLIENT

DuluxGroup's origins were established in Australia more than a century ago. Today, DuluxGroup is a marketer and manufacturer of premium branded products that enhance, protect and maintain the places and spaces in which people live and work. Headquartered in Melbourne, Australia, DuluxGroup employs approximately 4,000 people in Australia, New Zealand, Papua New Guinea, South-East Asia, China, the United Kingdom and Europe. Its portfolio of iconic brands includes Dulux, Selleys, Cabot's and Yates.

THE CHALLENGE

DuluxGroup required a solution for indirect material spend management that would deliver a more compliant, transparent purchasing environment that conformed with policy and identified improved savings.

The success of the project and solution would be determined by:

- The end user buy-in and adoption. DuluxGroup required a low touch, intuitive system that would guide the user to the right procurement channel for the product or service required.
- The successful integration of Supplier creation and change between the Supplier Lifecycle Management(SLM) module and the ERP. In particular, a custom interface was required.
- The ability of the project to deliver content and catalogues to support the Guided Buying experience.

This project was delivered during COVID 19, adding more challenges to the final stages of the project.

PROJECT OBJECTIVES

- A controlled purchasing environment across DuluxGroup that would drive consistency, conformance to policy and better leverage total indirect spend
- Improved indirect spend visibility and management
- Enhanced spend data capture and reporting
- Increased compliance to preferred suppliers and contract.
- Reduced supplier payment reconciliation and processing workload
- Establish guided purchasing through online catalogs of preferred goods & service
- Improved accuracy of spend and supplier categorization
- Improved processes and insights to enhance sourcing events
- Improved labour productivity through automation and self-service procurement
- Improved supplier registration and master data management

FOURPL'S ROLE

As DuluxGroup's implementation partner, FourPL were engaged to:

- Work with DuluxGroup to design, build and implement a Guided Buying and invoicing solution.
- Provide project management, technical expertise and consulting services to deliver the solution to the client, via a phased deployment.
- Manage the project implementation covering design, configuration, integration, testing, and deployment activities.
- Provide supplier enablement expertise and develop a strategic supplier engagement strategy. This included the supplier communications plan, communications, creation of supplier reference material and management of the plan. Assistance was also provided by facilitating supplier content through cXML integration, catalogue development and forms.
- Provide a flexible resourcing model to deploy the solution.

OUR APPROACH

Due to the technical complexity of the solution, it was critical that FourPL ensured the design requirements for the business were accurately captured in the earlier stages of the project and tested in order to avoid timely unnecessary changes in order to keep the project tracking to plan.

It was important to visualise the overall solution and seamlessly integrate with DuluxGroup's existing ecosystem. FourPL worked to ensure the Buying and Invoicing module integrated smoothly with the existing modules, whilst ensuring that users had the right access to all systems.

OUTCOMES ACHIEVED

The project has presented DuluxGroup and its preferred suppliers with several beneficial advantages.

DuluxGroup:

- The scope to handle complex system integrations
- Improved user experience
- Better procurement processes and refinement to supplier categories
- Exceptional supplier adoption rates
- Positive user experience.

DuluxGroup suppliers:

- Automation via integration i.e. cXML for Pos and Invoices, punchout catalogues
- Control of invoices and purchase orders in a centralized location
- Better visibility into invoice tracking and payment information
- Positive user experience

GO-LIVE SUCCESS

The project go-live success was attributable to:

- The team being open and responsive to changes and improvements
- A clear joint vision with excellent governance and focus
- A great collaborative team culture established at the project set-up phase
- Building the capability to create suppliers using the solution

Project Go-Live Success Stats:

- Since Pilot Go-live in late Nov 2019, system deployed to 3000 users and ~2000 suppliers in Australia and New Zealand
- Purchase Order spend ~\$12M across 1000 POs
- 90% supplier submitted electronic invoicing via the solution network

WHY FOURPL?

- **Long-Term Relationship with the DuluxGroup Team.** FourPL have previously been involved in a number of supply chain initiatives with DuluxGroup. Proven ability to work as a team with the client to represent a unified project team and not separate parties with different agendas to deliver the project.
- **Independence** - we offer honest pragmatic advice in procurement selection.
- **Procurement Systems Capability** - we have strong capability in e-procurement systems.
- **Specialist knowledge** in procurement, ERP environments, integration, and suppliers' insights.
- **Resources** to provide the services to deliver the chosen solution.



We work with our Customers to review, source and implement solutions for their spend management, supply chain and visibility software challenges.



FourPL is Australian owned company with offices in Brisbane, Melbourne & Sydney. Our team has extensive business, supply chain & system experience.



We are independent of systems and solutions - we work with a number of leading edge technology solution providers to provide our Customers with the best possible solution outcome for them.



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