



MASTERINGSAP
Connect

ROYAL PINES RESORT
GOLD COAST
11-12 NOVEMBER 2024

Using SAP solutions to tackle Procurement at TAFE NSW

Giles Curtin and Nicole Cutler

Curtin Solutions and TAFE NSW

MASTERINGSAP
An SAPinsider Company



Workplace Essentials

Delivering Courses

People

Using SAP solutions to tackle Procurement at TAFE NSW

Property Services

Marketing

Travel

Nicole Cutler
TAFE NSW



Giles Curtin
Curtin Solutions



TAFE NSW Context

Mastering SAP



TAFE NSW

Largest provider of skills training

155 campuses in NSW

400,000 student enrolments per year

17,000 employees

1,000 courses



Leading provider of lifelong learning, meeting the evolving needs of industry and leading in communities across NSW.

Procurement at TAFE NSW

- The most diverse procurement portfolio
- Operate under NSW Government Procurement Framework
- Centre led procurement team
- Optimise technology and drive value and efficiency

**\$550m
OPEX**

**3,000
suppliers**

**4,000
Buyers**

**500
Contracts**

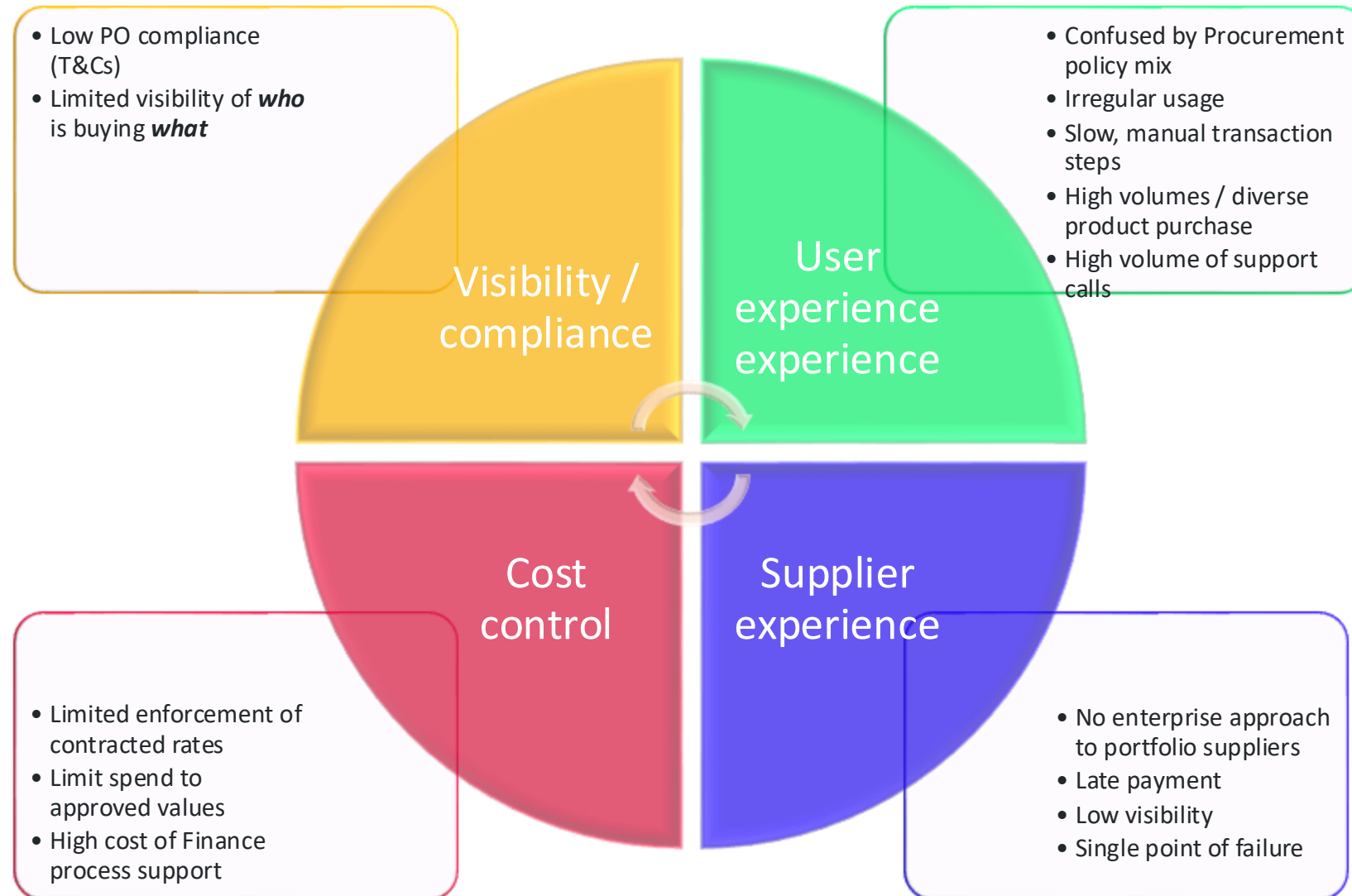
**20,000
purchase
order**

**1,800
Purchase
Cards**

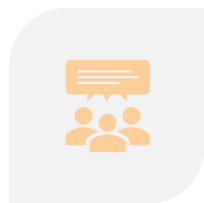
1 - Building the Business Case for Procurement Technology



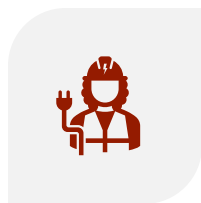
When to deploy eProcurement?



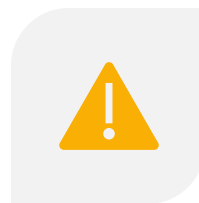
A successful business case is the cornerstone



**START BY SPEAKING
WITH ALL YOUR
STAKEHOLDERS**



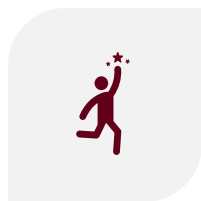
**... SUPPLIERS ARE
STAKEHOLDERS TOO!**



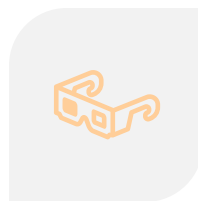
**IDENTIFY ALL THE
CURRENT RISKS, ISSUES
AND GENERAL PAIN
POINTS**



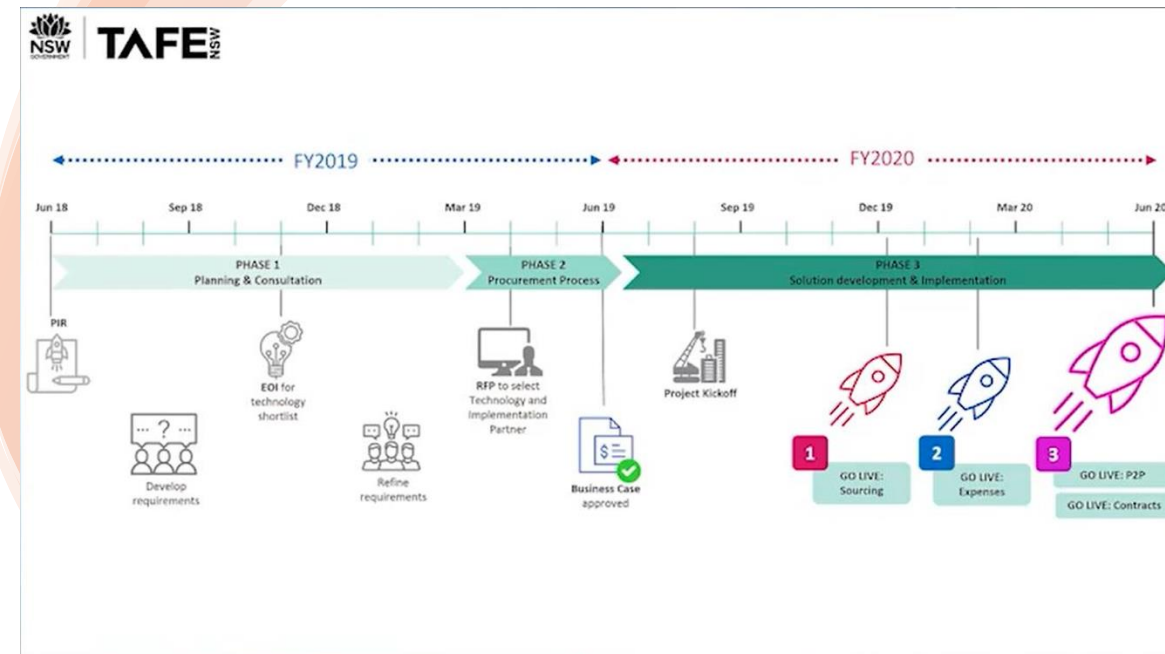
**MAKE A FIRM 'CASE
FOR CHANGE' AND
REALLY SELL THE
BENEFITS**



**DON'T SCRIMP ON
CHANGE MANAGEMENT -
IT IS WORTH IT.**



**BE ALIVE TO THE
CHALLENGES YOU'LL
FACE ALONG THE WAY**



Compelling Benefits

Financial

1

Source better

- enforcing 3 quotes
- converting spend onto preferred negotiated rates
- enforcing WoG preferred rates
- going to market for a preferred supplier / panel arrangement

2

Pay quicker

- access early payment discounts

3

Simplify transactions

- Reduce cost of Accounts Payable function

4

Remove legacy systems

- Decommissioning legacy software

Experiential

1

User experience

- more efficient tasking,
- Improved compliance, confidence, satisfaction
- One stop shop for expenses – managed *'in house'*
- All buying catalogues easily accessible to staff

2

Buy effectively

- Shift procurement focus from cost reduction to performance management
- Ability to concierge staff spend to Social priorities

3

Embed controls

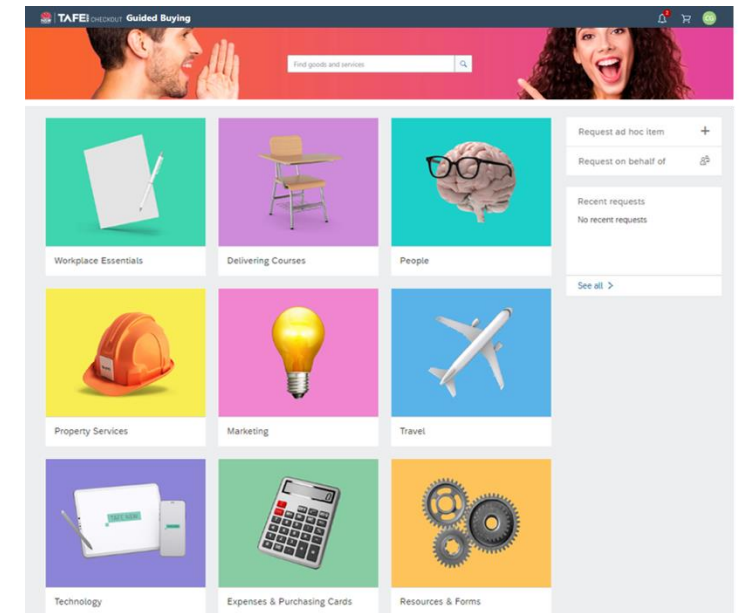
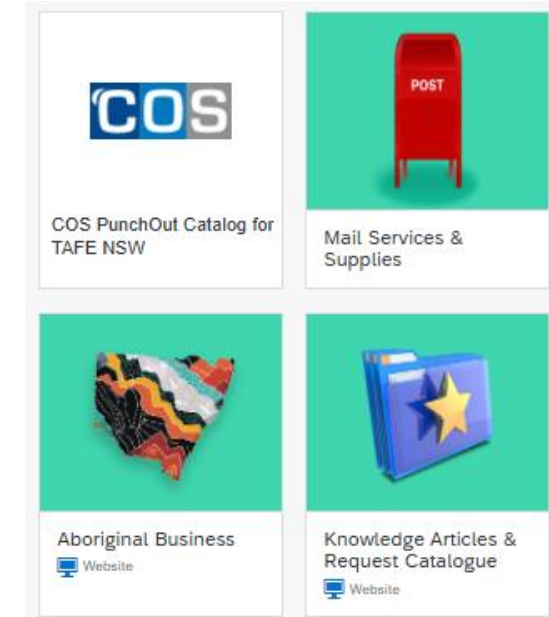
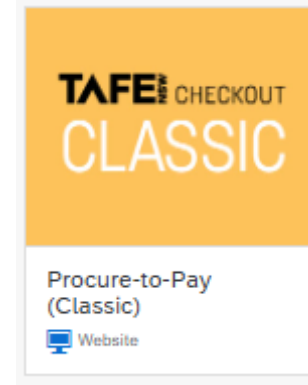
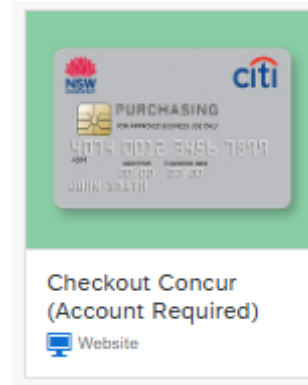
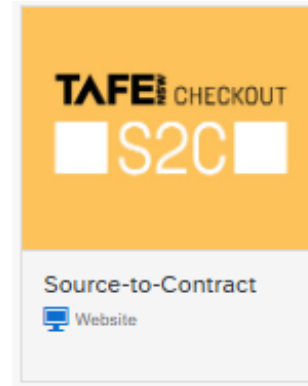
- Embedded controls
- Improved accuracy of reporting insights
- Comply with Governance policies – e.g. 3 quotes and GIPA

2 – Implementing the Solution



Considerations for implementation

- Simplify your Policy and Processes – first.
- Bake your team into the project
- Create an enduring brand for the solution within your organisation e.g. 'TAFE Checkout'
- Focus on change management
- Develop punchy training collateral – easy to update for ongoing use
- Take a phased approach to rolling out...

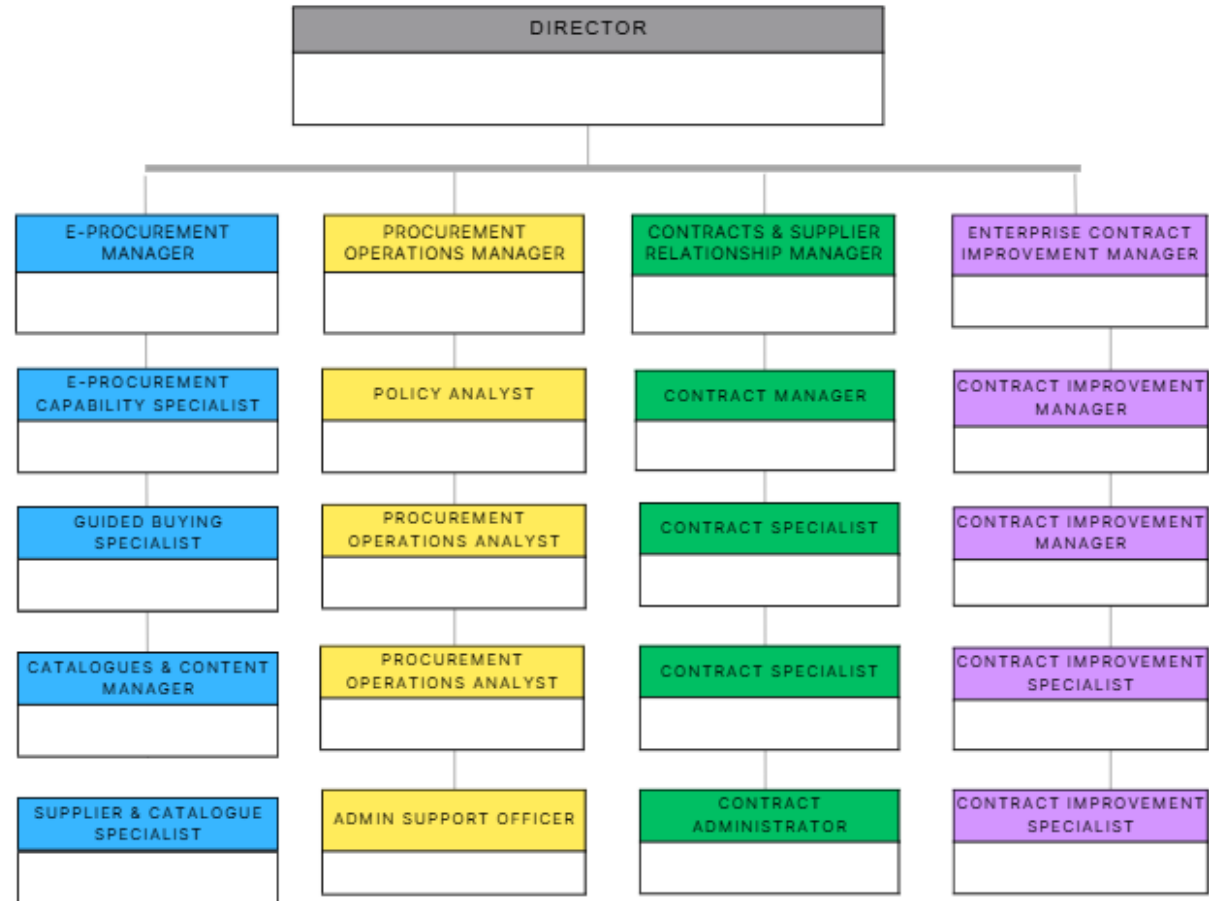


3 – Moving from Project to BAU Operation



Team structure and focus

Procurement Capability & Governance Team



NEVER a distant memory

- Continuous Improvement
- Shout about your KPIs, and your targets, even if you're not achieving them...yet
- Establish regular communication channels
- Establish communities of practice
- Report on compliance
- Report on benefit achievement
- Regular cadence with SAP Customer Success team
- Things are constantly changing... Have a roadmap to the next iteration of your technology vision

Keep the risks in sight

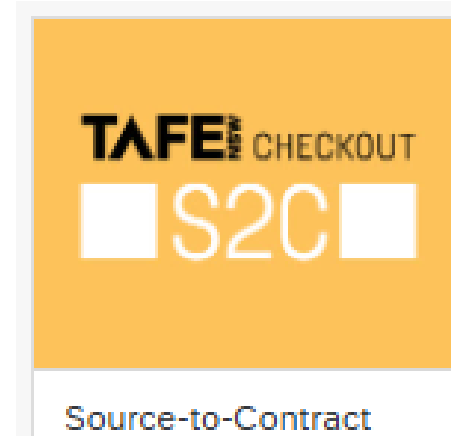
- Adoption – Creating a stakeholder base that stays interested, invested and involved
- Customer experience – keep it fresh and simple
- Ongoing engagement and momentum –Continuing ‘product management’
- Onboarding – There will always be new users and new suppliers
- Training – find a way to keep it consistent and repeatable to minimise resourcing
- Funding – invest to keep it relevant and necessary
- Integrations – don’t lose sight of the data sources and dependencies

Key Insights from the TAFE NSW Journey



Source to Contract

- Drive the process using tasks and documents
- Keep it really simple to follow
- Choose what's important for your team
 - Sourcing Library = valuable
 - Contract Library = *only* if you have Legal alignment
- Spend time setting the standards of practice
- Get the suppliers on board too!



Name	
▼ ✓ Pre Market Engagement ▼	
✓ Review and complete the Teams Tab. * ▼	
✓ Draft Requirements ▼	
✓ Approve Requirements ▼	
✓ Draft Procurement Strategy ▼	
✓ Approve Procurement Strategy * ▼	
🕒 Create Savings Form ▼	
✓ Complete the Conflict of Interest Declaration * ▼	

Sourcing Project

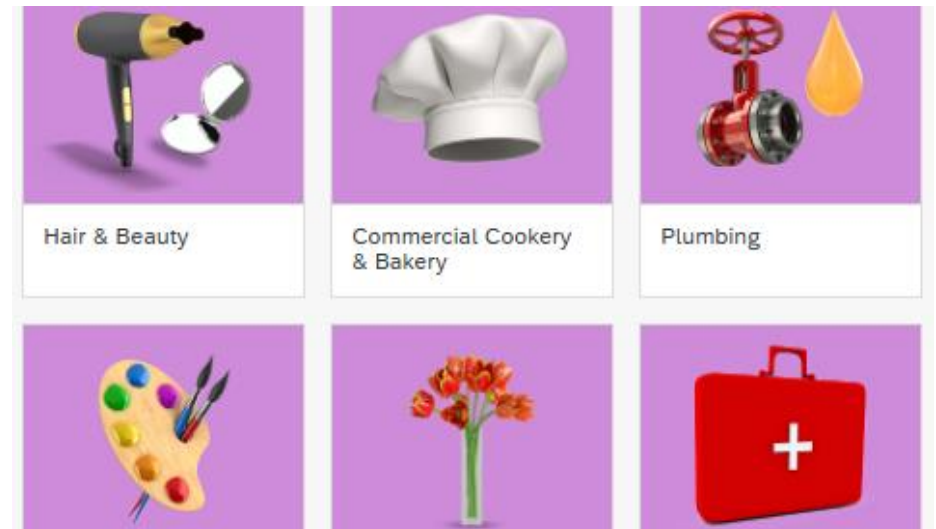
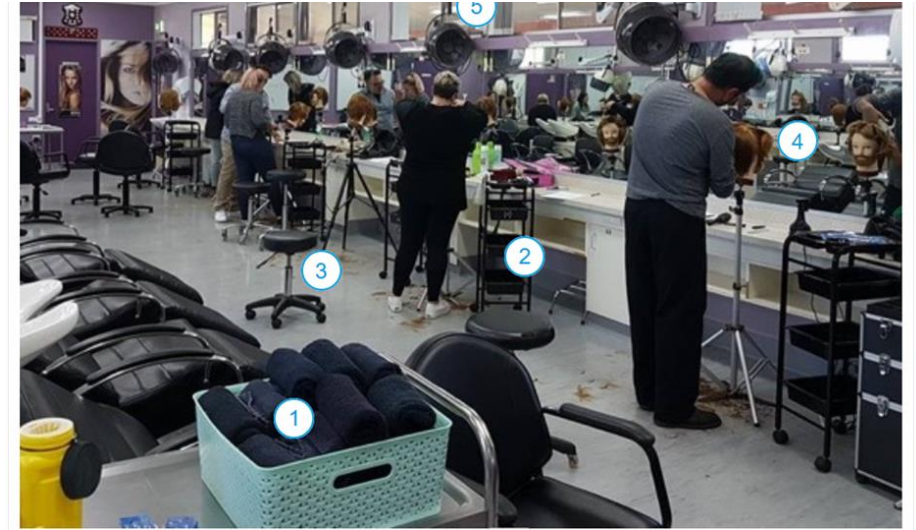
Overview	Documents	Tasks	Team	Message Board
----------	-----------	-------	------	---------------

ARP - Flooring Replacement Western Sydne...

Name	
▶ 📁 01 Requirement Documents ▼	
▶ 📁 02 Procurement Documentation ▼	
▶ 📁 03 COI Form ▼	
▶ 📁 04 Negotiation Plan ▼	
▶ 📁 06 Evaluation Outcome ▼	

Catalogue Strategy

- Resourcing on suppliers
- Customer experience
- Managing catalogue items – pricing, stock, images
- Basic functionality
- Preference for local stores
- Postage & GST complexities
- Low value invoicing
- Pcards are often a simpler alternative



Tactical Sourcing

- Low compliance to 3 quotes
- Business case benefit was to drive compliance
- Functionality is limited and administrative to manage suppliers
- Now a manual process which isn't optimal but works
- Increased training and 'purchasing agent' workflow
- 3 quote compliance is much higher
- On average we save 10% off quotes received



Requester Cutler, Nicole	Ship to COFFS HARBOUR EDUCATION CAM, BLOCK J, HOGGIN DRIVE COFFS HARBOUR, NSW 2450 Australia	Respond by date 15 November 2024	Estimated 200,000.00
-----------------------------	--	-------------------------------------	-------------------------

[Show details](#)

TAFE Infrastructure Project Management Panel: Your request will be sent to the Supplier.

Invite suppliers [Select all](#)

 Currie & Brown (Australia) Pty Ltd SYDNEY, NSW Vendor ID: 0100415347 Qualification: Preferred Diversity: none 100% Match	 Cushman & Wakefield Project MELBOURNE, VIC Vendor ID: 0100416743 Qualification: Preferred Diversity: none 100% Match	 Cyre Projects NORTH SYDNEY Vendor ID: 0100414 Qualification: Preferred Diversity: none 100% Match
--	--	---

Online Invoicing



Relies on user inputting accurate line items



Supplier needs to be trained on how to use Ariba



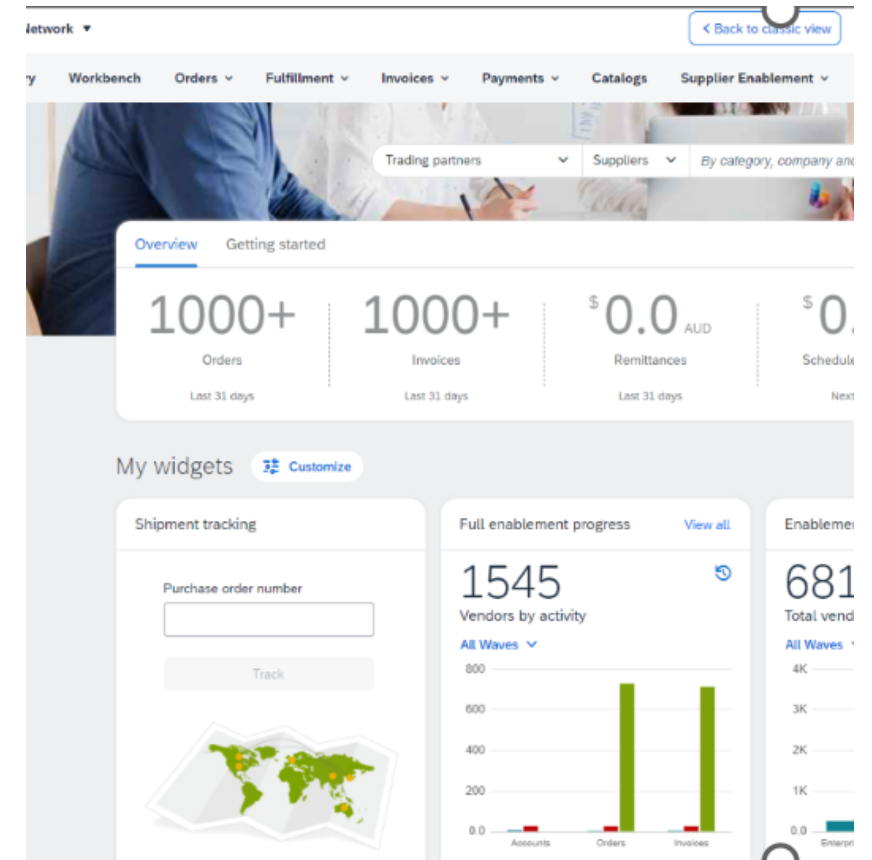
Training takes time, and not practical for suppliers who are only submitting one or two invoices per year



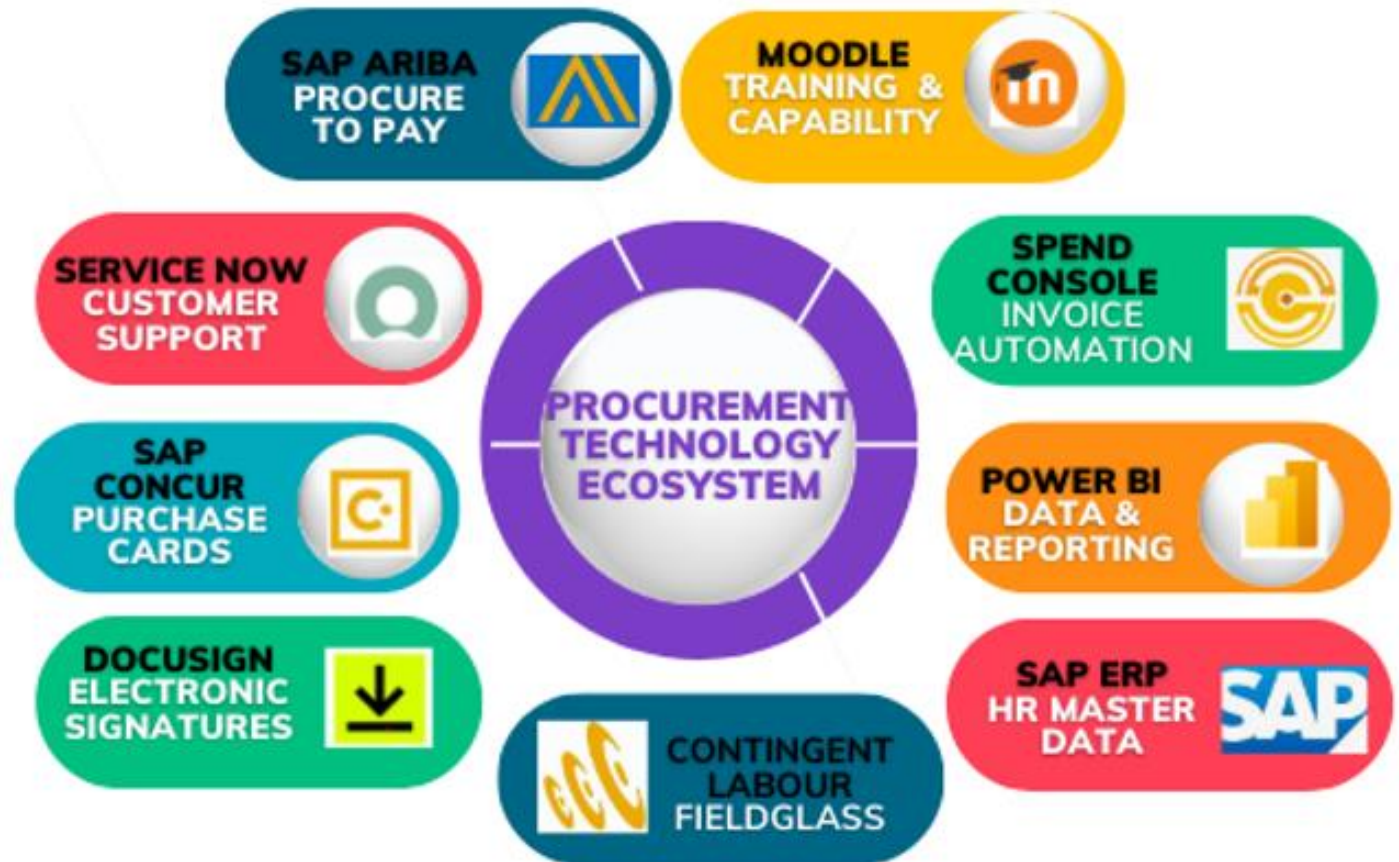
Many suppliers have their own software to auto generate invoices so using Ariba in an additional step



Many suppliers just 'do both' because so we end up with duplicate invoices.



An Ecosystem for Procurement Technology



Where to get help

- SAP Customer Success Partner
- SAP Preferred Success
- Community of Practice
- The person next to you?
- Giles & Nic 😊

Nicole Cutler
TAFE NSW

Giles Curtin
Curtin Solutions

