

## SPENDBYTES

Michel is a Senior Practice Engagement manager for Sourcing & Procurement at Infosys BPM. He has vast experience of global category management in direct spend. In the current role, he is responsible for expanding S&P services across Europe working closely with existing and potential clients. Michel is based in Amsterdam.

Here, he speaks about the current trends in procurement outsourcing, priorities and key features of the European S&P market.



### 1. What trends do you see within procurement outsourcing in the European market?

With technological advancements and increased digitization, clients today are adopting procurement outsourcing services provided by 3rd party vendors in order to enhance operational efficiency, reduce cost and ensure compliant buying practices, accompanied by customer friendly solutions based on modern technology that can be implemented instantaneously.

There is an increasing interest to outsource sourcing and category management as clients are comfortable in judgment-

intensive processes. The degree of local / nearshore presence helps business and stakeholder relationship management and is critical for overall success. Also, digital transformation and analytics are drivers behind procurement outsourcing. AI and analytics adoption will increase to perform better spend analytics and demand / supply planning by analyzing a large quantum of data and detecting new patterns.

### 2. What are the top priorities on European S&P client's agendas? And how is Infosys responding to those?

For CPOs (Chief Procurement Officer) cost reduction, new products / market development and managing risks remains top business strategies. However, market studies indicate that majority of procurement leaders believe their teams do not have sufficient capabilities to deliver procurement strategies. As analytics will have maximum impact on procurement in the next two years, modern technology usage remains low with only 1/3rd of procurement leaders using technologies like predictive analytics and collaboration networks. They also believe that their digital procurement strategy will enable

them to deliver their objectives and values.

Digital transformation is inevitable and that is where Infosys will have to play a significant role. Powered by AI, Robotics, Blockchain and Advanced Analytics capabilities, Infosys' procurement solutions are aimed to make the S2C more predictive, P2P more automated and supplier management more proactive. The S&P team is working constantly with clients' procurement leaderships to shift the conversation from tactical to strategic, from transactional to collaborative, and from reactive to proactive.





### 3. What are the key strengths and investments of Infosys that are responding to European Client's needs?

In order to meet future requirements and live up to the client expectation, Infosys S&P team is investing in multiple areas with machine learning and AI to enhance the 3E's – experience, efficiency, effectiveness by understanding the customer's needs. We are constantly reskilling and upskilling the existing talent pool.

- Our strategic presence across the globe that aids nearshore and on-site delivery models
- Our culture which is solution / problem solving, focused and down to earth
- Our consulting ability, technology and BPM services to our clients

#### The main strengths for Infosys are:

- Our ability to offer end-to-end S2P related services

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