

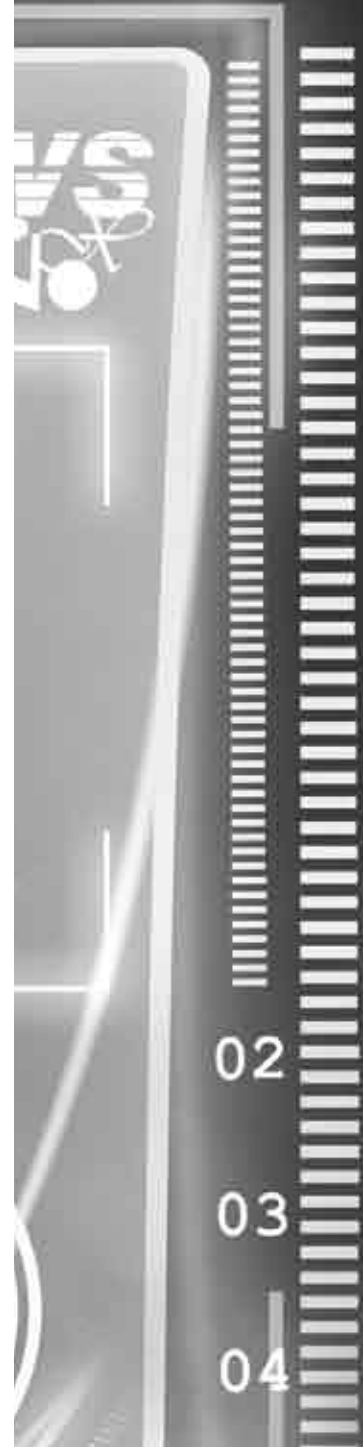
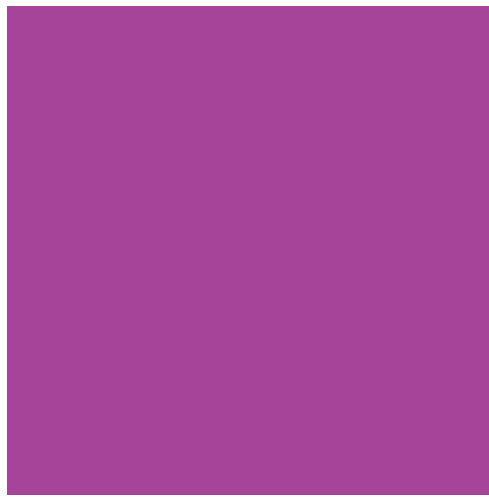
# Use of Technology in Procurement

30th November 2010  
The Crowne Plaza Hotel,  
Auckland

CIPS Australia



FUTURE TECHNOLOGY



**SPECIAL  
INTEREST**  
FORUM

Forum Sponsors:



# SPECIAL INTEREST FORUM

## About Use of Technology in Procurement

CIPSA have long identified that there are three important levers to increase procurement capability – people, process and technology. While much activity has been focussed on the first two components, this is the first time – using our new Special Interest Forum format - that CIPSA have sought to provide advice, analysis and education on technology and how it can be deployed to improve procurement performance.

There are numerous technologies out there designed to support the procurement profession, but which is right for you and your organisation? What are the opportunities for you to improve processes, decision-making, measurement, management and - most importantly – outcomes? How do you ensure that you will get the best results from a technology deployment and how do you avoid creating a “white elephant”? How do you make the business case for deployment and measure the benefits?

After extensive research, CIPSA Conferences have developed a programme that examines the key technology-related issues in the main conference programme, while allowing delegates dedicated time to view presentations of a range of technology solutions.

### The Conference Programme

Where practicable, we have sought to illustrate the key technology-related issues through case studies from practitioners who have real experience of implementing and working with procurement support technology solutions. The case studies will be complemented by “expert” presentations from consultants with specific knowledge of relevant subjects. Among the key technology-related issues we will examine are:

- > Evaluating, selecting and implementing solutions;
- > Project management – from design to implementation;
- > Managing the change process;
- > Managing internal and external stakeholders
- > Building business intelligence capability
- > Transitioning to e-tendering

Concluding with an interactive panel discussion, this programme will allow delegates to draw on the vast experience of a wide range of practitioners and technology experts to ensure that they are better positioned to achieve the best outcomes for their organisation.

### Technology Viewing Time

While the technology-related business issues will be addressed during the main conference programme, our research strongly indicated that delegates would value the opportunity to view real-time demonstrations of different technology solutions.

We have therefore built time into the programme to allow delegates the opportunity to join with their peers to view up to eight different, short technology presentations during the day. Utilising the exhibition space at the conference, delegates will be invited to break into small groups to view the presentations, with the bell sounding every 15 minutes to move the groups on to the next presentation they wish to view.

If, after viewing the presentation, delegates have further questions they wish to explore with the technology providers, they will have time to do so during the refreshment breaks throughout the day.

Given their specialist nature, it is not envisaged that Special Interest Forums such as “Use of Technology in Procurement” will be staged more than once every few years. If you are considering implementing technology, have already done so and want to do it better, or are simply wanting to improve the capability of your procurement function, then I would encourage you not to miss this unique opportunity.

I look forward to seeing you in Auckland,

**Nigel Wardropper** - Event Director  
CIPSA Conferences

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## Sponsors



Visa Commercial Solutions enable private sector and government entities of all sizes to streamline payment processes, manage information and supply chain and reduce administrative costs. Recent additions to the Visa Commercial product set are Visa IntelliLink Spend Management, for online expense management & reporting and Visa PerformSource, designed to expand an organisation's commercial card program.

For more information, visit [www.visa.com.au](http://www.visa.com.au)



Ariba, is the leading provider of collaborative business commerce solutions. Ariba enables more efficient and effective buying, selling, and cash management by combining industry-leading software as a service (SaaS) The Ariba Commerce Cloud delivers everything needed to control costs, increase sales, minimize risk, and enhance cash flow and operations. More than 300,000 companies, including more than 80 percent of the Fortune 100, use Ariba's solutions.



Emptoris is recognised by both professional procurement practitioners and industry analysts as the premier global provider of strategic supply and enterprise contract management software applications and services.

Our suite of strategic procurement solutions is valued by our customers for its best-in-class functional capabilities across the entire range of applications which include:

- > Spend Analysis
- > Sourcing
- > Contract Lifecycle Management
- > Services Procurement
- > Supplier Risk Analysis

Many of the world's largest companies and brand names rely on Emptoris both to mitigate supplier and contract risk and to achieve sustained savings. As part of its global growth initiative, Emptoris has now established direct operational presence for Australia and New Zealand, with subsidiary office locations in Melbourne and Sydney.

## Confirmed Solutions Providers

The following solutions providers are currently confirmed as participating in the technology demonstrations. We are confirming additional exhibitors and sponsors in the next few weeks.

- > **Ariba International Inc**
- > **Visa Commercial**
- > **Emptoris Inc**
- > **Basware**
- > **OfficeMax New Zealand**
- > **Conexa/ GSB Supplycorp**
- > **Tradeinterchange**
- > **Oracle**
- > **Unimarket**

If you are a provider of procurement or supply chain technology solutions and have not yet secured your position at Use of Technology in Procurement, please contact: **Andrew Wynn** - CIPSA Conferences  
Tel. +61 7 5502 7326 or email: [andrew@bttbonline.com](mailto:andrew@bttbonline.com)

# Programme

Use of Technology 30th November 2010

Time	Session	Speaker
7.45-9.00am	<b>Registration &amp; coffee</b>	
9.00-9.05am	<b>Official welcome from MC</b>	<b>Ben Shute MCIPS</b> Head of Procurement Practice
9.05-9.40am	<b>Evaluating, selecting and implementing solutions for procurement &amp; supply</b> Where to start your selection process and some tips for success. Drawing on some real case examples of these important decisions in some of the world's largest resources companies, Steve will discuss the following, focusing particularly on contract management and spend analytics solutions.... <ul style="list-style-type: none"><li>&gt; Selecting the appropriate solution<ol style="list-style-type: none"><li>1. How to commence a broad search and then zoom in on the critical options and decisions</li><li>2. What are some of the key considerations for process, users and technology</li><li>3. Considering integration and interoperability of solutions</li></ol></li><li>&gt; Ensuring a smooth implementation (on time and on budget!)<ol style="list-style-type: none"><li>1. Ensuring you know what you are doing (have you done this before ?)</li><li>2. Should you get help or do it yourself ?</li><li>3. Project management, project team development etc.</li></ol></li></ul>	<b>Steve Mardon</b> Procurement Systems and Process expert
9.40-10.15am	<b>Case Study – Achieving full spend visibility at Fonterra</b> Joanne will take you on the journey that Fonterra has taken to achieving full visibility of spend across the organisation using a SaaS Spend Analysis Solution. The session will take you from the initial concept to the final implementation and share the key learnings, both good and bad.	<b>Joanne Davenport</b> Procurement Manager Shared Services and Indirects, Fonterra
10.15-10.30am	<b>Refreshment break</b>	
10.30-11.30am	<b>Technology Viewing Time</b>	
11.30-12.05pm	<b>Procurement Technology - managing the change process</b> The importance of change management can easily be overlooked when implementing a new technology. However, it is often the single biggest reason for the success or failure of a project, regardless of how well the "technical" implementation is carried out. This session will present the lessons learned from the global rollout of a contract management system, including: <ul style="list-style-type: none"><li>&gt; Understanding the current procurement environment and identifying the processes and stakeholders that would be affected by the change;</li><li>&gt; Working side-by-side with stakeholders to map existing processes to the new environment and minimise uncertainty;</li><li>&gt; Engaging with key stakeholders to drive systems uptake and generate buy-in across the organisation;</li><li>&gt; Looking beyond the user interface to understand how the technology will really work in their procurement context.</li></ul>	<b>Michael Kirk</b> Managing Director, The Faculty

12.05-12.40pm	<p><b>Use of Analytics in Procurement Decision Making</b>  <b>How procurement will benefit by the use of analytics for decision making:</b> The state of the art.</p> <ul style="list-style-type: none"> <li>&gt; The analytics maturity continuum in procurement;</li> <li>&gt; Challenges and best practices in implementing analytics;</li> <li>&gt; Future of procurement analytics.</li> </ul>	Dr. Raj Dhawan Supply Chain Management, Accenture
12.40-1.30pm	<b>Lunch</b>	
1.30-2.00pm	<p><b>Managing the stakeholders – buyers and suppliers</b>  Sooner or later, the challenge will come: transform your purchasing organisation and demonstrate your ability to create more value. Reverse Auctions cover some of the vital issues of this type of transformation but there are many reasons why they never get off the ground. Are there enough qualified suppliers in the market to make such an auction meaningful? Can stakeholders and suppliers agree on precise specifications? As with any other process, the success of an e-auction largely lies in the amount of preparation you put in.  Drawing on some real case examples, Ben will discuss:</p> <ul style="list-style-type: none"> <li>&gt; The issues of implementing an eSourcing/ eAuction Solution</li> <li>&gt; The change process that the buyers &amp; buying organisation need to consider</li> <li>&gt; Considerations for process, users and technology</li> <li>&gt; Managing the Supplier side and their fears and threats</li> <li>&gt; Live &amp; Post event positioning</li> </ul>	Ben Shute MCIPS Head of Procurement Practice CIPS Australia
2.00-2.30pm	<p><b>Shared Services</b>  healthAlliance provides shared services for NZ District Health Boards. Its team of experts in business solutions have introduced a range of technologies to support the Finance, Supply Chain, Procurement and HR areas, and most recently developed business intelligence capability.</p> <ul style="list-style-type: none"> <li>&gt; The good,</li> <li>&gt; The bad</li> <li>&gt; Lessons learned</li> </ul>	Kathy Frame Head of Business Solutions, healthAlliance
2.30-3.30pm	<b>Technology Viewing Time</b>	
3.30-3.45pm	<b>Refreshment break</b>	
3.45-4.15pm	<p><b>Transition to e-Tendering</b>  This session will look at the fast emerging technology and options for online tendering. Whilst this sourcing tool can be relatively straightforward to implement and can provide immediate and measurable results, it can also meet with resistance from your own procurement colleagues.</p> <ul style="list-style-type: none"> <li>&gt; What is e-Tendering? &gt; Building the ROI business case</li> <li>&gt; System Selection &gt; Big Bang or Baby Steps?</li> <li>&gt; Integrated platform or standalone module?</li> <li>&gt; In house or web based (Software as a Service - SaaS)</li> <li>&gt; Implementation</li> <li>&gt; Champions – someone has to lead the charge</li> <li>&gt; Templates and clauses – e-Tendering always triggers a spring clean</li> <li>&gt; Warhorses and change management – resistance and why</li> <li>&gt; Training – it's a forever thing</li> <li>&gt; Measurement – prove the ROI claims</li> </ul>	Quinton Lelo Director, Trade Interchange
4.15-4.55pm	<p><b>Interactive Q &amp; A Session</b>  Opportunity for delegates to question our expert panel on a variety of subjects, either building on issues raised earlier in the day, or exploring new issues not addressed in the main programme.</p>	Facilitated by: Ben Shute MCIPS Head of Procurement Practice CIPS Australia
4.55-5.00pm	<b>Closing Remarks</b>	Ben Shute MCIPS
5.00-6.00pm	<b>Drinks &amp; networking reception</b>	

# SPECIAL INTEREST FORUM

## About our Speakers

### **Ben Shute MCIPS**

Head of Procurement Practice,  
CIPS Australia

Ben Shute joined CIPSA as head of procurement practice in February 2010. He is responsible for managing the knowledge of procurement in Australia and New Zealand and aligning the professional agenda with the CIPSA suite of offerings. Prior to this, he held the position of head of sourcing strategy & special projects at Ericsson UK where he was responsible for harmonising the company's procurement processes and policies. Ben is extremely passionate about eSourcing and reverse auctions techniques.

### **Steve Mardon**

Procurement systems and process expert

Steve is an expert in systems and processes in procurement and supply chain. Steve has been instrumental in the leadership and development of systems used for procurement in the world's largest resources companies, having led the global procurement systems and process teams in both BHP Billiton and Rio Tinto. Steve has over 16 years' experience in purchasing and supply and has managed the transformation of key procurement processes including sourcing, contract management, transactional procurement, e-Procurement, analytics and master data management.

### **Joanne Davenport**

Procurement manager – Shared services and indirects, Fonterra

Joanne is the procurement manager – shared services and indirects at Fonterra Co-operative Group Ltd in Auckland, New Zealand. Joanne has worked in procurement for 27 years, having worked in Nestle in the UK and Switzerland as global purchasing development manager where her achievements included introducing global buying, developing and

implementing procurement technology solutions such as e-auctions, e-catalogues, e-supply chain, spend analysis and P-cards and running international procurement training workshops before moving to New Zealand five years ago. Joanne is a member of the Auckland Regional CIPSA committee.

### **Michael Kirk**

Managing director,  
The Faculty Management Consultants

Michael Kirk is the managing director of The Faculty and has experience in procurement, technology, strategy and logistics across a range of industries. Michael is recognised as a trusted advisor to the commercial leaders of many of Australia's leading companies. He is regularly featured as a conference speaker and frequently conducts public and tailored training courses. Michael joined The Faculty after an extensive career with BHP Billiton, the world's largest resources company, including roles in Corporate, IT, and Transport and Logistics. He has an MBA from Melbourne Business School and an Honours degree in Electrical and Electronic Engineering from the University of Adelaide.

### **Dr. Raj Dhawan**

Supply Chain Management, Accenture

Rajat Dhawan is a management consultant with Accenture's supply chain practice in Sydney. He specialises in supply chain management, including strategy development, sourcing and procurement, analytics and the implementation of large procurement transformation programmes. Raj holds a PhD in Business from the University of Sydney. Raj has consulted to a number of public and private sector organisations, helping them at a strategic level, project manage modules and redefine operational aspects of their business (process and systems), transforming them into high performing organisations.



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## **Kathy Frame**

Head of Business Solutions for  
healthAlliance

healthAlliance provides shared services for NZ District Health Boards. Kathy is a founding member of healthAlliance, developing the processes and systems that support shared service delivery. She has developed a division of experts in Business Solutions whose goal is to deliver the right solutions making the most efficient use of technology in the Finance, Supply Chain, Procurement and Human Resource areas, more recently developing the Business Intelligence capability. Prior to this, Kathy was a leading principle consultant with Oracle.

## **Quinton Lelo**

Director, Trade Interchange

Quinton Lelo has been a Director at Trade Interchange for 3 years and has introduced many of New Zealand's largest organisations to e-Sourcing technology. Trade Interchange is a specialist provider of e-Tendering and e-Auction tools and services. Incorporated in the UK in 2000, the ANZ operation was established in Sydney in 1997. As narrow focus specialists they are subject matter experts in their chosen field with implementation and practical experience across some of the regions largest public and private sector entities.

# Registration Form

Use of Technology in Procurement 30th November 2010 AUCKLAND

Name (Mr/Mrs/Ms/Miss)	
Job Title	Organisation
Address	
Suburb/town	P/code
State	Country
Phone	Mobile
E-mail	

## Options and Fees

### One day conference

CIPSA Member rate    A\$895  
Non- member rate    A\$995

### Group Bookings and Discounts

If you are registering more than two delegates from your organisation the following discounts will apply:

3-4 delegates    = 10% discount  
5 + delegates    = 20% discount

If you are booking a number of delegates, please call CIPSA Conferences on Tel. 61 7 5519 3103 or email: [cipsaregos@bttbonline.com](mailto:cipsaregos@bttbonline.com) Rather than filling in multiple forms, we will send you a simple spreadsheet to complete.

### Other Discount categories

Unemployed CIPSA Members, Retired Senior CIPSA Members and Full-time Students may claim a 50% discount.

## Payment Details

Enclosed is my cheque for \$ \_\_\_\_\_ (please make cheque payable to BTTB Marketing Pty Ltd)

I require a tax invoice to raise:  cheque     pay by EFT

I wish to pay by credit card:     Visa     Amex     Diners     Mastercard

Card Number: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Name on card: \_\_\_\_\_ Exp date: \_\_\_\_\_

Signature: \_\_\_\_\_

Registration forms will only be processed on receipt of payment. Tax receipts will be issued with confirmation. If you have any queries about your registration please call BTTB on 61 7 5519 3103 or email: [cipsa@bttbonline.com](mailto:cipsa@bttbonline.com)

## How to Register

There are 5 ways you may register  
1) Complete form & fax to: 61 7 55735352  
2) Online: [www.cipsaconferences.com.au](http://www.cipsaconferences.com.au)  
3) By email to [cipsa@bttbonline.com](mailto:cipsa@bttbonline.com)  
4) By telephone on 61 7 55193103  
5) Complete this form and mail to:  
BTTB Marketing Pty Ltd  
PO Box 825  
Paradise Point  
Qld 4216

## About the Conference Organisers

CIPSA have appointed BTTB Marketing Pty Ltd as their official conference organisers. BTTB can be contacted at the address above.

## Cancellations Policy, Substitutions and Shared Tickets

Cancellations must be notified in writing before 18th November 2010 and will incur an administration charge of \$150 + GST. No refunds will be given to delegates who fail to attend or cancel after this date. Delegates who have registered but not yet paid after the cancellation cut-off date will still be liable for the full conference fee. Substitutions will be permitted at any time without penalty.

## Privacy Policy

The information received on this form may be shared with external companies (sponsors and exhibitors) for their ongoing marketing purposes.

## Conference Notes

Immediately after the event, delegates will be sent a hyperlink to a website where they will be able to download the presentation slides as PDF documents.

## Conference Agenda

The organisers reserve the right to alter or amend the conference programme without notice to delegates.

## Sponsorship Opportunities

If you are interested in profiling your company with Australia's largest audience of key procurement professionals, there are a number of sponsorship options available. For further details please contact Andrew Wynn at CIPSA Conferences on Tel. 61 7 5502 73266 or E: [andrew@bttbonline.com](mailto:andrew@bttbonline.com)

PUT THE DATE IN YOUR DIARY  
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