Our Journey to Trusted Advisor:

The Path to Procurement Evolution at VSP Global

VSP Global
Siddharth Ramesh
Senior Category Manager
JOURNEY TO A TRUSTED ADVISOR

HOW PROCUREMENT EVOLVED AT VSP GLOBAL

SIDDHARTH RAMESH, SR. CATEGORY MANAGER
AGENDA

Intro & Background

Moving the needle

Project ‘SILIY’

The Journey

Outcomes

What’s next
60 Years our vision has been to provide access to affordable, high-quality eye care and eyewear to the world.

Today, VSP Global remains a doctor-governed company that exists to create value and access for our:

- 39,000 VSP Network Doctors Worldwide
- 88 Million Members Worldwide
- 60,000 Clients Worldwide
- 6,000 Employees

Through VSP Global Eyes of Hope®, we also bring access to eye care, eyewear, education, and disaster relief to where it's needed most around the globe.

- 1.6 Million People in Need Helped to See
- 8,500+ VSP Network Doctors Participating Annually
- 550,000 Miles Driven to Deliver No-cost Eye Care

vspglobal.com
THE CHALLENGES

5 Challenges

- Autonomous Procurement across five lines of business
- No formal sourcing process or category management
- Tactical Purchasing – paper pushers
- No spend/contract & risk visibility
- Entrenched staff / limited procurement training
Spend Under Management
- Limited category focus
- Transactional sourcing

Procurement Savings
- Limited focus on cost savings
- No formal reporting/validation

P2P Adoption
- Low adoption of P2P system
- Weak UI, slow system enhancements

Customer Satisfaction
- Limited involvement with business units
MOVING THE NEEDLE

**Spend Under Management**
- Managing 90% of indirect spend
- Defined category management

**Procurement Savings**
- Cost savings avg. 25% of managed spend
- Reporting & Key insights

**P2P Adoption**
- P2P adoption over 70%
- Enhanced UI, messaging and catalogs

**Customer Satisfaction**
- CSAT over 85%
- Testimonials, Partnership and Advisory
LAUNCHING ‘SILIY’

Spend It Like It’s Yours

- Campus Signage
- Video Vignettes
- Web based stories
- Face to face meetings

Transformation
INNOVATING THRU ‘SILIY’

People
- Invest in Training and Development
- Customer Centric

Process
- Indirect purchasing policy
- Signature authority
- Legal and Information Security

Technology
- Invest in tech stack
- Optimize, Automate, Eliminate
- Hybrid solutions

Managing Change

2013

2018
TRUST THRU COLLABORATION

Strategic Partnership Delivering Consistent and Sustainable Value
WHAT’S IN IT FOR “WE”?

- Practice, Process & Policy
- Protections
- Increased Value
- Better Business Outcomes
- Enhanced security for private (H/C/I) information
- Better Contracts

Partnering with Business Units, Legal, Information Security and Finance
WHAT’S NEXT

**Training & Development**
- Shared conscious

**Supplier Management Program**
- Build value outside of savings

**Robotic Process Automation**
- Move toward strategic actions

**Continuous Improvement**
- Drive incremental improvements
THANK YOU

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