



SIG
PROCUREMENT
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SUMMIT

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MAY 11-15, 2020

SIG 2020 Spring Procurement Technology Summit

Resource Guide

Included in this Guide:

Schedule for Summit with Session Titles

Session Descriptions with Links to Presentations

Download the presentations and view the recordings by visiting this page:

<https://www.sig.org/all-summit-presentations-2020-digital-technology-summit>

Monday May 11, 2020

Fireside Chat: Industry Trends and Updates

Keynote session with **GEP** and **SIG**

As coronavirus-triggered disruption pervades the current business environment, the messages about building operational agility and resilience have unquestionably been driven home. In this Fireside Chat Santosh Nair, Vice President, Technology will discuss with Dawn Tiura, CEO, SIG how the coronavirus pandemic has impacted procurement and supply chain, how technology can help in times of crisis, and what procurement and supply chain leaders should be considering as we work through this pandemic and beyond.

Why Technology is at the Heart of a Strategy of Resilience

A Case Study Presentation with **GEP**

Surviving and thriving in the coming years will be at the forefront of every companies' plans as they look to strategies during the likely recession. Central to riding out the storm will be the ability to adapt and change in ways that were inconceivable in the past. But how can you change your fortunes if your software systems were designed for a business that no longer exists? In this session we will contemplate some radical ideas about what business software might look like and how companies should change their expectations of how and why they buy new technology.

Seven Overlooked Opportunities in Technology Sourcing

An Advisory Report with **Everest Group**

Procurement professionals are charged with digitally transforming their function and enabling digital transformation of the broader organization through category strategies, sourcing, and supplier management. As digital changes the marketplace, so do sourcing best practices. Are you keeping up?

In this session, Everest Group will highlight the areas of technology evolution that sourcing teams can impact the most. We will highlight important trends that procurement professionals should be aware of in key services categories like IT services and contingent labor. In addition, we will deep dive into significant related changes in pricing strategies, SLAs, and contract terms - all based on Everest Group's insights from working with hundreds of companies. Attend this session to up your digital game plan and drive more value out of your organization's next technology project.

You will learn:

- What has changed in pricing and contracting for technology services, and how to adapt
- How to think about your technology suppliers in the digital landscape
- Important category trends that impact how we source and buy technology

- What Procurement leaders must know to optimize technology sourcing, whether implementing a S2P solution, supporting an ERP upgrade, or outsourcing IT activities

How to Survive a Volatile Coronavirus-Induced 2020 with AI-Driven Spend Analytics and Insights

A Case Study Presentation with **Sprint, Zillow and Suplari**

Procurement is dealing with unprecedented volatility due to the coronavirus, mergers and an impending recession in 2020. Data is a powerful tool for procurement. In order to be agile and move quickly in response to these changing market conditions, procurement teams must empower their teams take advantage of a wealth of spend and supplier data. Today, the best procurement teams are armed with an arsenal of technology, analytics, and insights that enable them to leverage their data to increase productivity and make business better decisions. In this session you will learn tactics top procurement teams are using to manage through the coronavirus and how Sprint/T-Mobile and Zillow are achieving outsized results and adapting in 2020 with the help of AI-driven spend analytics and insights.

You will learn:

- How procurement teams are reacting to the coronavirus
- Key tactics teams are using to optimize spend & cash flow ahead of a coronavirus recession
- How Sprint and Zillow to create business value through spend analytics and actionable insights
- How to get started with AI in procurement

The Power of Partnership: Driving Innovation and Excellence through Strong Strategic Relationship Management and Governance

A Case Study Presentation with **Micron Technology, Eden and SIREAS**

In mature outsourcing relationships, companies continue to struggle to achieve their desired outcomes of ongoing excellence, continuous improvement and innovation, consistently. Join this panel of industry experts as they address how to protect your investment and ignite innovation through strong Strategic Relationship Management and Governance (SRMG) strategies. Panelists will address how to foster, implement and capture innovation from your outsourced relationships; how to manage complex outsourcing deals to achieve desired outcomes and best in class options for strategic relationship management and governance, performance and compliance management. Attendees should walk away with some great ideas for how to activate, engage and empower their most critical and complex relationships.

You will learn:

- What constitutes effective Strategic Relationship Management & Governance

- How SRMG can drive innovation and continuous improvement
- How to apply SRMG in complex, global relationships
- Which SRMG techniques to use and when

Future-Proof Procurement: Digitize Today for Tomorrow's AI Powered Procurement

A Case Study Presentation with **Westfield Group** and **Zycus**

Digital Transformation is re-shaping how Procurement gets done today and will forever alter the future of Procurement. What steps can be taken today to future-proof your Procurement operation? The key is to create a Digitization blueprint that addresses both current and future needs from a holistic perspective. Your blueprint should include technology platforms that embody Smart Automation powered by AI, Machine Learning and RPA, among other disruptive technologies. These technologies should also contemplate optimal organizational and process designs, along with the human capital needed to effectively orchestrate and operate the platforms that will transform the future of procurement.

You will learn best practices for:

- Applying digitization strategies to achieve optimal performance
- Simplifying core procurement processes by leveraging end-to-end source-to-pay process automation
- Creating a vision for procurement excellence underpinned by best-in-class value delivery and a world-class organizational model and technology infrastructure
- Driving continuous innovation by exploiting emerging AI/ML/RPA technologies

Data-Driven Workforce Management Increases Cost-Savings and ROI for your Contingent Workforce

A Case Study Presentation with **Evolent Health International** and **Sapience Analytics**

As the percentage of contingent workers grows in the total workforce, their involvement has matured from just operational and administrative to more strategic and business-crucial roles. Currently most of the workforce management (WFM) platforms do not provide any insights regarding deployment, performance, and productivity of contingent workers. A few human capital management (HCM) applications and vendor management system (VMS) platforms do allow some amount of data interchanges, but application leaders are still left with challenges.

Contingent workforce leaders require a deeper look at the cost incurred for each contingent engagement and ROI perceived and decide whether any has been particularly cost-effective or exorbitant for the skills/services rendered.

You will learn:

- Current state of workforce management and vendor management systems

- Challenges WFM/VMS application leaders face with current tools
- How First Data uses a data-driven approach to WFM/VMS
- Applying workforce analytics data to best align with business objectives

Tuesday May 12, 2020

Smashing Sourcing Bottlenecks from Contracts to Vendor Management

A Case Study Presentation with Athene and Scout RFP, a Workday Company

Where are your projects getting stuck today? Without transparency and collaboration, it is hard for strategic sourcing teams to drive true impact across the organization. To do this, processes must be streamlined across all touchpoints: stakeholders, sourcing managers, and suppliers. Sourcing teams must leverage the extensive knowledge of stakeholders while maintaining ownership of the entire sourcing process. In this session, you will find out what you need to know to maximize sourcing efficiency, eliminate unnecessary work, and build a sustainable strategic sourcing process.

You will learn:

- Why it is critical to build a scalable, transparent sourcing process
- How to avoid SME-driven sourcing traps
- What you should consider when adopting new technologies
- How you can own and champion the sourcing process

Integrating Sustainability Criteria into the Procure-to-Pay Software Toolchain

A Case Study Presentation with **EcoVadis** and **Coupa**

Sustainable purchasing practitioners know that the more broadly sustainability criteria can be integrated along the procurement process, the more buyers will adopt these behaviors. This session covers the state-of-the-art in integrating sustainability criteria into the tools your buyers are using today.

You will learn:

- Best practices on configuring these integrations in various stages of the procurement/supplier journey
- A brief overview of some new public/open B2B supplier marketplaces that include sustainability indicators
- Results of several types of integrations, and the significant increase in program growth

Becoming a Customer of Choice or How to Avoid Hearing "You're Fired!"

A Panel Discussion with **CDK Global**, **NTT Security (formerly)**, **Real Sourcing Network**, and **High Performance Procurement**

Suppliers have more options these days in how they deliver their solutions or services. Many are facing tough choices when deciding which is the "right" customer. Customers may have "bid" to keep the attention of an in-demand supplier company.

In this panel discussion, both customers and suppliers will answer these questions:

- What are customers doing, if anything, to start thinking about working in this environment?
- What are customers doing to encourage and support suppliers, especially startups who have limited resources and have to make tough choices on how they spend their time?
- Are you ready for this future state?

You will learn:

- What is changing with the way suppliers view customers
- Why it is in your best interest as a customer to adapt
- Reasons to differentiate the way you treat mature and start up suppliers
- How you can stand out and be more of a customer of choice

Creating Your Procurement Technology Action Plan

An Advisory Report with **Spend Matters Nexus / Azul Partners**

You know there are affordable technologies available throughout the source-to-pay process to enable your procurement team to work effectively however there are a few things holding you back from implementing a new system. You are faced with the following:

- You've become skeptical about all the buzzwords
- You're stuck with an old ERP
- You have little budget and no business case
- You have hundreds of vendors beating down your door and they all look alike to you

Join our thought leaders in this session who work with procurement pros daily to help them painlessly select best-fit procurement software. Learn how to assess your organization's current digital maturity and create a procurement technology action plan including:

- Engaging internal stakeholders and building a defensible procurement tech investment business case
- Effectively gathering requirements to ensure business alignment (i.e. stakeholder and organizational capabilities needs, user experience, cultural fit)
- Tips on how to make sense of the procurement software market to identify your best-fit providers

The Key to Smart Digitization

A Case Study Presentation with **Coupa** and **Denali, a WNS Company**

12:55 PM ET | Breakout Rooms

Overcome the hype, minimize digital fatigue, and drive true transformation in your organization. This presentation debunks the hype and proves that technology is only as good as the process it enables.

We will address digitization through key its components:

- Assessment, readiness, and roadmap: navigating the hype and managing your change-averse stakeholders to develop the right plan for your organization
- Process: right-sizing your process design work and defining the channels, policies, and controls you will digitize
- Adoption: managing change and implementing to drive adoption

You will learn:

- Key insights on digital adoption from our recent Procurement 2020 benchmark study
- Why taking a digital break may be beneficial before you make your next technology decision
- How much effort really goes into a best-in-class touchless self-service end-user experience for procurement

Collaborative, Continuous Innovation: Leveraging Technology to Generate Greater Value from your Suppliers and Outpace Competitors

A Case Study Presentation with **Ivalua**

Services Catalogs, Automating the SOW Build and Deep Analytics

A Solution Experience with **Allegis Global Solutions**

Do you struggle with impacting services spend? Are you seeking innovative options to improve end user satisfaction, increase speed and drive compliance, all while managing costs and focusing on total value? Does this sound familiar? A project manager needs to quickly build a project SOW, and Procurement wants to focus on the preferred supplier list, while driving demand management and "should-cost" pricing. Procurement then wants to quickly analyze the details of that SOW to extract the data within it for analytics and decision making. In this Solution Experience, delegates will view a technology solution for quickly building statements of work based on supplier-provided services content and how AI and ML is being used to quickly and accurately read contracts to supplement and interrogate the data. The demonstration will show how to triage requirements to ensure best route to market, how to build that SOW or catalog item and how data extracted and structured can drive better decisions and create more influence.

Procurement Solved: Tap into the Power of Artificial Intelligence (AI) and FastTrack Your Procurement Goals

A Solution Experience with **ElectrifAi**

Join this solution experience to learn how our ProcurementAi solution fuses enterprise-class technology with ElectrifiAi's proprietary tools to empower smarter, streamlined, and more profitable procurement processes. Delegates will see how ProcurementAi unlocks visibility into spend and contract data and generates unique, cost-saving insights at unmatched speed. ProcurementAi links what should have happened with what happened so that you can get actionable insights and identify opportunities around cost savings, risk reductions, and process improvement. ProcurementAi does this by combining all your Spend and Contract data. And then applying advanced ML to normalized and classified your spend and contract data.

We will walk the audience through a scenario where a CPO or a category manager gets an insight into all their spend and identify cost savings around supplier leverage and who they can identify risk. We will also show how they can gain visibility across all their contract and identify opportunities for savings around, among other things working capital and volume rebate.

Enterprise Contract Management and Contract-Centric Sourcing

A Solution Experience with **Icertis**

The Icertis Contract Management (ICM) Platform solves the hardest contract management problems on the easiest-to-use platform. It transforms contracts into strategic business assets, giving global enterprises powerful new capabilities to maximize revenue, control costs, and manage risk.

Please attend our ICM demonstration to learn more about how some of the largest companies in world, including Daimler, Airbus, Microsoft, and Johnson & Johnson, have partnered with Icertis to address their unique Sourcing and Contracting needs:

- "Contract-Centric" Sourcing: The value of including automated contracting and terms negotiation earlier in the RFP/RFQ process, to identify risks, potential roadblocks, and speed up the whole source-to-contract process.
- Gain global visibility into suppliers, contracts and terms, proactively manage obligations, service level agreements, rebates, data security and "risky clauses" across your enterprise.
- Ensure your supply agreements are in-line and connected to the commercial terms of sales agreements, and that key terms flow down and are enforced throughout the chain of Master Agreements, Statements of Work / Work Orders, and Subcontractors.

Wednesday May 13, 2020

Fireside Chat: Industry Trends and Updates

Keynote session with **SAP** and **SIG**

Please join the the President and Chief Executive Officer of SIG, Dawn Tiura, and Chris Haydon, President, SAP Procurement Solutions in this fireside chat. They will discuss the industry landscape and future trends. Check back for more details soon.

Achieving Procurement Transformation

A Case Study Presentation with **NTT Data Services** and **SAP Ariba**

Hear how NTT Data Services has successfully transformed their sourcing and procurement to support a \$5B global business, and accrued significant cost savings in the process. Get insights into their best practices as well as learn how you can evolve from cost containment focus to growth-oriented mode, with complete spend visibility and intelligence insights.

You will learn about:

- The journey of an enterprise transforming their procurement
- Best practices to be followed while implementing
- Addressing change management during procurement business process transformation
- Metrics and KPIs to measure the success of this journey

Everything is Different, But Nothing Has Changed

A Business Case Discussion with **PRO Unlimited**

While this has been a time of economic uncertainty and varying business challenges, the principles of a successful contingent workforce program remain steadfast. Join PRO Unlimited to learn about the key areas of navigating the current landscape by bringing into focus best practices and strategies that have always been foundations for success. In this session, PRO Unlimited will discuss “The New Working Arrangement” and how existing tools and processes are being use to great effect with the remote workforce. And learn how there is no such thing as “business as usual” and really never has been for any company. Lastly, PRO will discuss the different ways that visibility into workforce data and analytics remains critical to driving informed business decisions, especially in times of uncertainty.

Building a Resilient Supply Chain

An Advisory Report with **ProcureAbility**

Join ProcureAbility as we discuss how to build a resilient supply chain in a time of disruption and beyond. In this session you will learn the four stages of disruption recovery, best practices in today's unique market and answer questions like:

- What is supply chain resilience?
- Why do we need a resilient supply chain?
- How can procurement support a resilient supply chain?
- How can we prepare and respond?

Sourcing's Role in Workforce Continuity in a Time of Crisis

A Solution Experience with **Beeline**

This session will include strategies and technology you can put into action to address three of today's most pressing Workforce Continuity challenges:

- How to right-size your workforce to meet the immediate need
- How to keep the talent you need close and easily accessible
- How to ramp up quickly (when the crisis is over) and before your competitors gain the advantage

A VMS can help you gain the visibility, control, and confidence you need to survive and thrive in this difficult environment.

Five Ways to Increase Stakeholder Buy-in for the Contract Review Process

A Solution Experience with **Seal Software**

Without stakeholder buy-in, even the best technology will fail due to poor adoption and the resulting poor ROI. The hype and inaccurate expectations surrounding artificial intelligence further increase the likelihood of failure for transformation projects dependent upon AI-powered technology. This is a must-attend session for commercial contract and legal professionals seeking to improve the contract review process for negotiations and portfolio-wide reviews. Join our veteran legal practitioners for a lively discussion on how they have found success by identifying and focusing on the right stakeholders and the right business outcomes when initiating a contract review transformation project. You will leave this session with actionable advice on how to prepare for and execute your transformation project success.

Going Pain-Free: Using AI in Contract Analysis, Creation and Negotiation

A Solution Experience with **App Orchid**

Business units continually put pressure on procurement to accelerate the RFP and contracting process. What if you could eliminate the painful redlining back and forth during contract analysis, creation and negotiation? ContractAI allows procurement to start the contract process in parallel to the RFP process and dramatically cut down the painful negotiation back and forth while reducing contracting risk.

In this solution experience, delegates will see how App Orchid leverages their AI platform to:

- Automatically ingest all historical contracts
- Automatically extract any metadata from contracts
- Create win-win templates and options for suppliers based on terms that were signed in the past
- Cut down negotiation time dramatically by limiting the choices suppliers have for contract terms

Thursday May 14, 2020

Stories from the Frontlines: Cybersecurity in the Wake of Destructive Attacks

Keynote session with **CrowdStrike Services**

The investigation and remediation of high-profile targeted intrusions and unprecedented destructive attacks have garnered global attention. The stakes have never been higher for private companies, government agencies and nonprofits struggling to protect their networks from highly sophisticated adversaries. This session will focus on the cybersecurity principles all corporate leaders should know, the current cyber threat-scape, the importance of safeguarding the supply chain, business vs. technical risk, and how your organization can prepare for and prevent an attack.

Procurement as a Partner for Fueling Your Digital and Agile Transformation

A Case Study Presentation with **College Board** and **VNDLY**

In this discussion, we will cover how the procurement team at College Board partnered with a cross functional group of stakeholders to solve for:

- Modernizing the technology stack within the enterprise to update old legacy systems with modern cloud native alternatives
- Solving the talent needs by partnering with suppliers differently
- Meeting savings objectives while supporting business needs

Who should attend: Procurement practitioners at Fortune 500 companies that are amidst a digital and agile transformation.

Key takeaways: Talent is not a commodity and needs to be managed uniquely as a category within the procurement realm. Traditional supply and demand economics that apply to other categories are different for talent.

You will learn:

- How Digital transformation starts with the talent transformation
- Why contingent labor management is a unique category to manage
- How to balance savings objectives and business needs
- How to partner with the right stakeholders to help build the right business case

Touchless Supplier Management to Maintain Control During a Crisis

A Case Study Presentation with **Independence Blue Cross** and **apexanalytix**

How Independence Blue Cross is transforming supplier management with automated controls, accurate data and better supplier relationships. When Independence Blue Cross decided to replace disjointed, paper-based onboarding processes with a new artificial intelligence-powered supplier portal, the results were transformative. The company is now able to automate onboarding for 100% of its suppliers. Configurable controls validate the

data in real time, while also allowing the company to enforce policies critical to healthcare. Among the impactful improvements are staff reductions, upfront compliance with standard payment terms, an 86% reduction in supplier onboarding time, and an even greater reduction in time to contract/time to purchase order. This presentation will describe the journey from paper to AI-driven technology, including the business case, the outcomes and the lessons learned.

Procurement with Purpose in the COVID-19 Era

An Industry Update with **Givewith, Boston Consulting Group, Big Brothers Big Sisters of America** and **Spend Matters**

In the midst of a global health crisis, companies are urgently looking for ways to protect their customers, clients, and communities, while facing complex and critical business challenges. What if the solution was in your purchasing power? Right now, procurement has a unique opportunity to support the people and places most impacted by COVID-19 -- and generate new business value for their organization -- by using their sourcing activities to fund organizations on the frontlines of the crisis. In this session, you'll hear from leaders in the business, procurement, and nonprofit community as they discuss the proven power of social impact sourcing strategies and how your organization can begin implementing them immediately.

Understanding Deal Economics: A Negotiating for Humans Collaboration Principle

With Nelson Mullins

Negotiating deals for business transformation is tricky at the best of times and will become increasingly intense in the coming months. Collaboration, Trust, and Alignment are crucial to making transformative deals work, but these attributes are notoriously difficult to achieve.

This session will:

- unpack negotiating for business transformation
- provide a new take on leverage that continues to work after the procurement process is over
- discuss the deal economics as a paradigm that encourages collaboration without sacrificing the discipline required to drive a deal that works

Embracing Citizen-Led Computing: Enhance Your Sourcing Team

A Case Study Presentation with **PwC (buy-side)**

2:15 PM ET | Breakout Rooms

The Fourth Industrial Revolution is underway. In this session sourcing practitioners will discuss how they have embraced it to drive efficiencies within their team, used analytics to improve performance, and automate mundane tasks

You will learn:

- From use cases for automation and data wrangling
- A framework for automating mundane tasks
- Techniques for allowing your innovation to embrace the Fourth Industrial Revolution and derive benefits from it

Transforming Data Standards in the Financial Services Industry with Regtech

With **Suade Labs**

The utilization of a standardized, open-source data format is essential in bringing the financial services industry into the digital age by reducing heterogeneity in banks' data and ensuring complete transparency in the industry.

Digital Safari: How to Navigate Your Way Through a Successful Tech Implementation

A Thought Leadership Presentation with **Procurious**

Diversity Real Talk

A Panel Discussion with **BNY Mellon, Nike** and a **Senior Sourcing Executive**

Join us for a lively panel discussion about the challenges and recommendations for sourcing, hiring and retaining diverse talent within Strategic Sourcing and Procurement.

A Global CPO 2025 Study: Deep Insights for CPOs In Light of COVID-19

Thought Leadership with **Oliver Wyman**

Oliver Wyman's Global CPO 2025 study provides enlightenment on the role of the CPO in the years to come, as well as important strategic questions for Chief Procurement Officers to focus on in light of COVID-19. Oliver Wyman has interviewed numerous CPOs, detailing their stories and tracking what they have found to work and not work during this unprecedented time, and how they see their roles evolving in future years. Join SIG and Oliver Wyman as we discuss live the role of the CPO now and in the near future.

This session will focus on:

- What are key considerations for procurement during COVID-19?
- What are the trends that would be most impacting procurement within the next 5 - 7 years?
- On which dimensions do you expect your role to evolve from "Chief Procurement Officer" to "Chief Performance Officer" over that timeframe?