

**CASE STUDY**

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# **Accelerating the source-to-contract process with Ivalua**



# Client

The client is a well-known international manufacturer of cosmetics and beauty products known for their commitment to research, innovation, and sustainability. They cater to a broad spectrum of customer needs with a diverse line of products that includes skincare, makeup, haircare, and fragrances. The client solves customer problems through a customer-centric approach and focuses on providing tailored products for various beauty concerns.



# Challenges

Amidst the rapid shifts in the evolving supplier network landscape, the client wanted to expedite their source-to-contract transformation process. This would've been possible by ensuring smooth operations of the Invalua platform.

## The client faced the following challenges -



Long cycle time for the supplier evaluation and contracting process



Impediment in IT operations caused by previous implementation problems



No streamlined process to handle incidents, service requests, etc.



Lack of dedicated Invalua expert team to handle day-to-day operations

# LTIMindtree Solution

LTIMindtree enabled a smooth transition using proprietary accelerators, frameworks, and resources and expedited the transformation process through various interventions.

- Reduced issue resolution turnaround time by augmenting resources and documenting service requests SOPs
- Gained productivity by optimizing the data pipeline process for daily activities
- Enhanced spend management visibility through on-time spend integration assistance
- Streamlined supplier awarding process using automation tool on Ivalua

# Business Benefits

**90%**

**Faster** supplier awarding process



Up to **30% productivity** improvement through query automation



Achieved **ZERO incorrect** escalations to Ivalua

**5%**

**Improvement** in the mean time to resolution rate

## About LTIMindtree

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 81,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>.