

Use Case: XaaS with Chargeback

Starting Position

Operating in 93 countries, the company did not have centralised procurement process for end user devices. Buying small quantities locally was expensive. Equipment support was complicated due countries buying equipment from multiple manufacturers. Lack of transparency on how much is spent on end user equipment globally.

Approach	Work Done	Business Outcome Delivered
<ul style="list-style-type: none">Select global vendor who can lease standard manufacturer equipment globally and provide setup services at a competitive price to achieve economies of scale	<ul style="list-style-type: none">Teams involved: Legal, Procurement, Tax, Finance, ITCost efficiency analysis of Buy to Lease to select vendorEnd user asset review & demand projections (3 year)Budget re-allocation (from local to central)Chargeback process set up (PxQ per location)	<ul style="list-style-type: none">\$X mln of Digital Budget under controlOptimised procurement process by dealing with a single vendorAchieved cost reduction of 14% due to economies of scaleImproved Customer Experience by delivering a standard equipment globally

Multinational Tobacco Company

Country: Switzerland
Revenue: \$35.2 billion
Area Served: worldwide
Number of Employees: 82,700

14% Cost Reduction

100% Cost transparency of End User devices category

35% Increase in Service Desk productivity