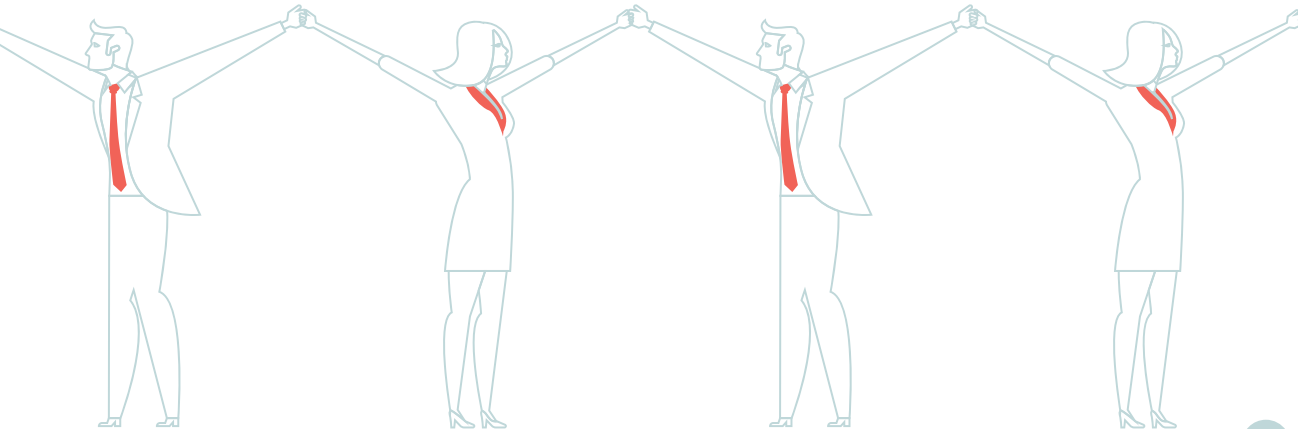


# *Delivering Measurable Value in the* Public Sector

The pressure to '**do more with less**' is immense in the public and charitable sectors. Ensuring that every penny is spent in an informed, measured and accountable way is critical in order to maximise opportunities and deliver best value.

Hawtrey Dene is a specialist value chain transformation consultancy working with major global brands, SMEs, charities and the public sector. We work with clients to overcome obstacles and deliver solutions to the challenges that face them within their supply chain and annual spend. We deliver real, measurable value, ensuring we align outcomes with their objectives and engage effectively with internal and supplier stakeholders.



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## **COST & PROCUREMENT TRANSFORMATION**

We can provide a range of support to your teams to transform costs and procurement processes to deliver tangible value:

-  Cost Reduction & Transformation
-  Procurement Maturity Diagnostic
-  Commercial Opportunity Assessment
-  Contract Review & Management
-  Supplier Relationship Management

## HOW WE WORK

Our aim is to help organisations in the public sector focus on commercial outcomes and deal more effectively with commercial partners and suppliers. From strategic guidance on engagement through to bid building and evaluation, and from market shaping to SRM and active contract management, our experienced team will help deliver robust solutions that deliver true value.

Our initial diagnostic work will help determine the areas of opportunity, as well as the maturity and capability of the resources within your organisation. From there we will develop an agreed timeline for hard (financial) and soft (process and efficiency) outcomes and work with your teams and supply chain to deliver them. Commitment to the successful, measurable and sustainable delivery of outcomes is fundamental to our approach and our success.

## STRONG CREDENTIALS

Hawtrey Dene's Public & Third Sector team has excellent credentials and OJEU experience for dealing with central government, local government, Crown Commercial Services, blue light services, universities, research institutions and a range of charities.

We are currently accessible via or registered with Bloom, NPPH, Bluelight, CCS and the NEPO portal, as well as being registered locally across a number of authorities.

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*Since the appointment of **Hawtrey Dene** we have benefited from a more joined-up approach to our procurement across the Group; this has resulted not only in substantial cost savings but an improvement in processes and trading terms with our suppliers. With **Hawtrey Dene** we get the benefit of dedicated, high-calibre individuals embedded into our organisation, along with their broader professional network for specialist areas of spend.*

## OUR EXPERIENCED PUBLIC AND PRIVATE SECTOR TEAMS HAVE DELIVERED PROJECTS WITH ORGANISATIONS INCLUDING:



**EAT.**



**HOVIS**

*Cath Kidston*



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dene

## CONTACT

Contact us to set up a meeting: [publicsector@hawtreydene.com](mailto:publicsector@hawtreydene.com)

[www.hawtreydene.com](http://www.hawtreydene.com)

# Opportunity & Maturity Assessments



## What's currently happening, the scope of what's possible and how to get there

### THE OPPORTUNITY ASSESSMENT

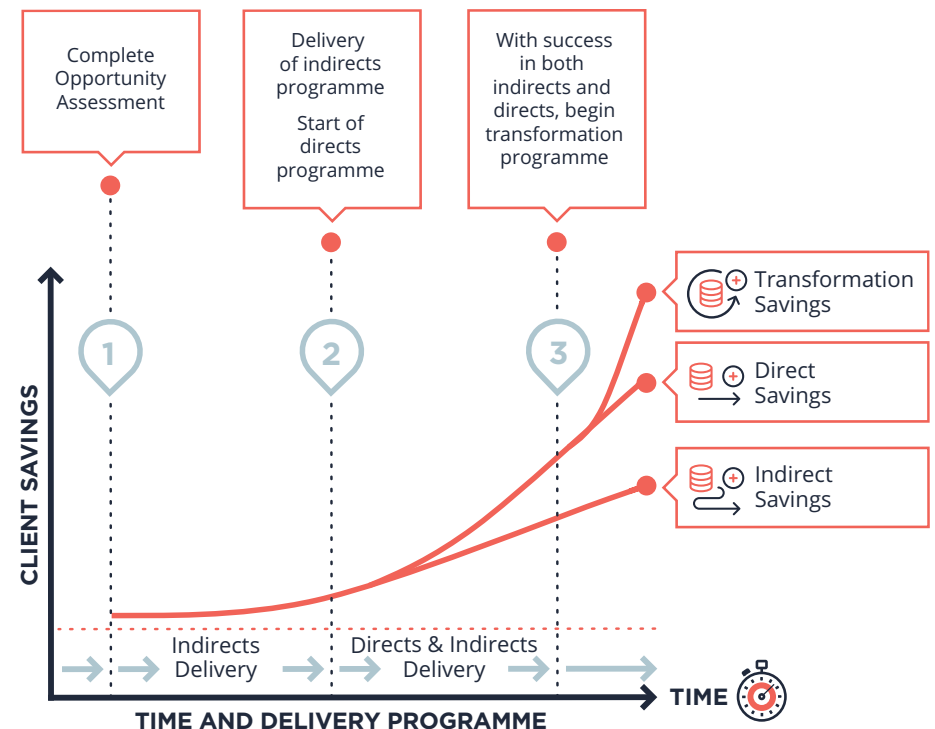
Our Opportunity Assessment (OA) gets under the skin of your organisation to map out – in forensic, data-driven detail – where, how and why money is spent across the value chain.

The OA produces an integrated category and sub-category plan showing the key data, with the scale of opportunity available as well as the planned levers to deliver this. These are rolled up into a full Opportunity Profile and Savings Pipeline to show timings for delivery, alongside the positive impact on the P&L.

Typically any prepared engagement will deliver a return on investment of between 4-6x, with both short-, medium- and long-term project plans to tackle immediate opportunities alongside those that require deeper engagement pathways.

The OA is the start of a journey that aligns outcomes to the money currently being spent and delivers opportunities and options to improve costs, processes and value.

- ✓ The OA is developed with stakeholders and aligned to the outcomes they seek to achieve
- ✓ The OA brings together a host of data and stakeholder input to show what's possible and how it can be achieved



## THE MATURITY ASSESSMENT

The Maturity Assessment (MA) evaluates the procurement maturity of your team against a range of best-in-class organisations, and delivers a road map for phased improvement.

It aligns the development of procurement improvement strategies to support the wider business objectives and to deliver improved outcomes across the value chain.

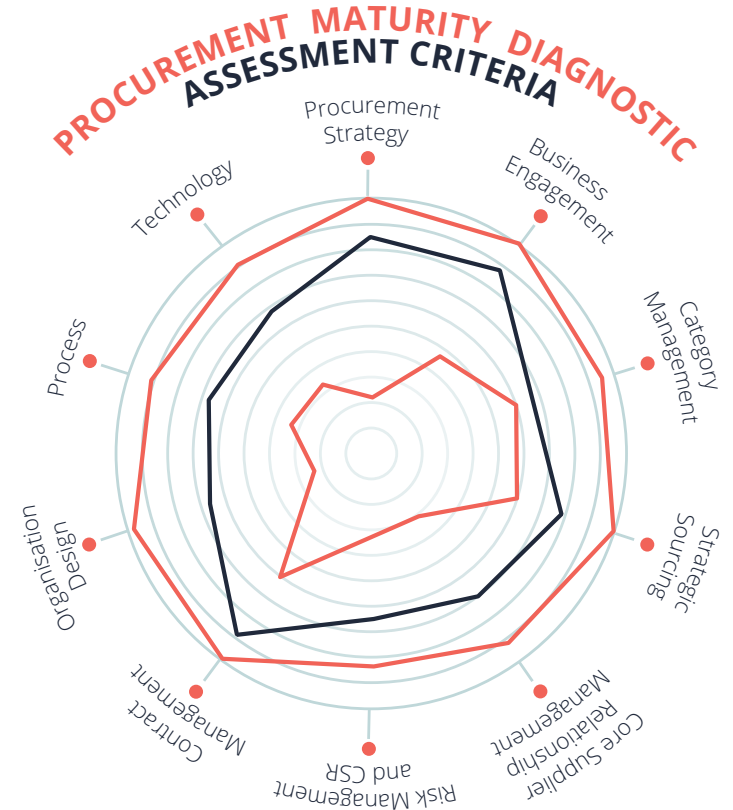
Initial workshops enable us to assess and map key criteria including: current procurement structure, data structure and usage, resource capability, process maturity, effectiveness of ERP systems, contractual coverage/risk and alignment to stakeholder strategies.

Following a full gap analysis, we prioritise the development requirements and pull together a carefully phased pipeline to kick-start the development journey towards a leading-edge function.

Working with your senior leadership team, we support them on activities which can include:

- ✓ Embedding a category-focused procurement structure that is aligned to your key business objectives
- ✓ Implementing strategic sourcing methodologies and processes
- ✓ Developing team capability via our tailored procurement training programmes
- ✓ Aligning procurement strategies to stakeholder requirements

Using our strategic sourcing methodologies and with the output from the Opportunity Assessment, we can then help with engagement to deliver robust, sustainable, category-based strategies. A comprehensive range of sourcing levers is always considered to ensure that a balanced, holistic approach is adopted for each category and that the results are both measurable and ultimately sustainable.



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*Hawtrey Dene have been instrumental in helping to achieve both financial and strategic benefits across marketing and e-commerce categories. The support and knowledge provided has allowed for focussed and informed decisions to be made, driving cost savings to the bottom line or allowing them to be strategically reinvested.*

# Category Management

## Strategic procurement to deliver optimum market engagement

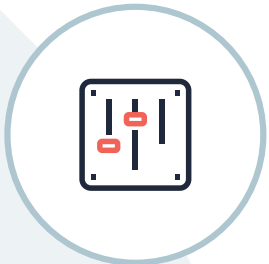
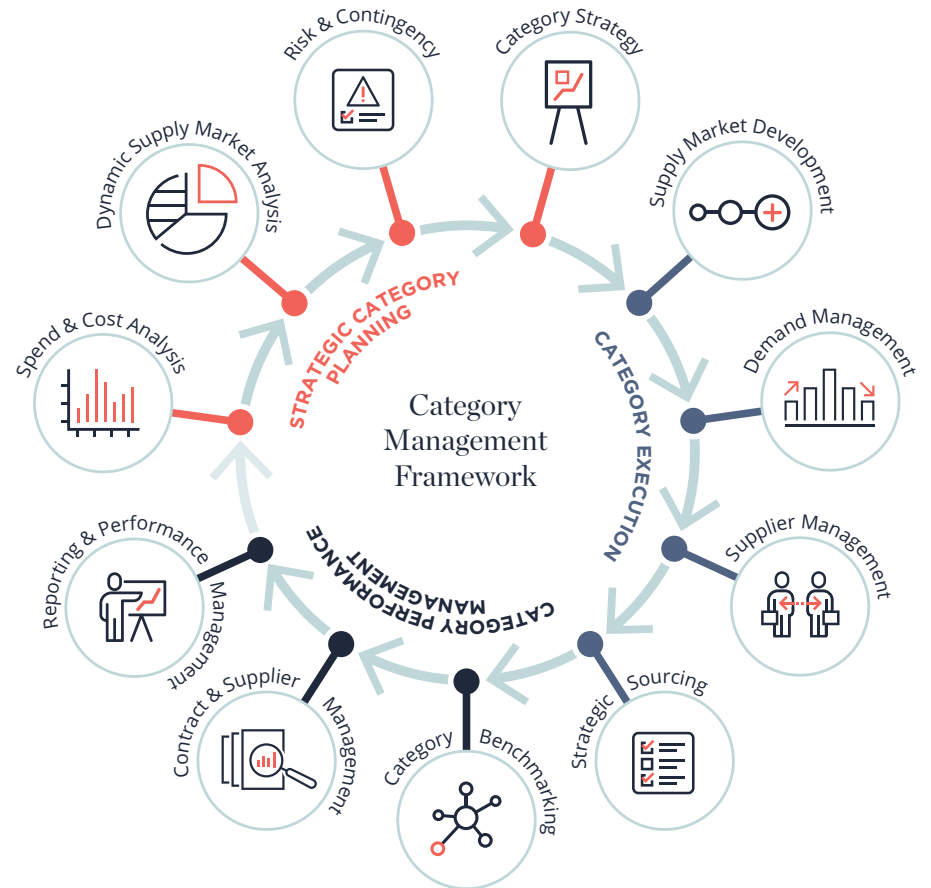
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Category Management is a holistic, strategic procurement methodology that effectively replaces the more traditional transactional approach often taken in an organisation.

It enables the client to focus on key categories and sub-categories of spend and to adopt an in-depth approach that will help to deliver more successful and focused results in managing that spend. It effectively scopes and consolidates the spend under a clear and consistent taxonomy that is designed to allow optimum engagement with the marketplace and supply chain.

### WHY USE A CATEGORY MANAGEMENT APPROACH?

Category Management focuses the internal alignment with stakeholders to create joint long-term strategies for managing suppliers, demand and spend. It draws out the ability to plan engagement on areas including market-shaping and negotiation strategies to completely harness the expertise and partnership opportunities with supply chain providers. Where developed with a clear SRM strategy and plan, it allows for timely engagement with those elements of the supply chain that are crucial to organisational success and the delivery of key objectives and commercial benefits.



## THE BENEFITS OF CATEGORY MANAGEMENT FOR CLIENTS

- ✓ Takes an organisation beyond reactive procurement to a planned approach that minimises risk
- ✓ Reveals the power of the core data and its application to plans and processes to drive and deliver change, including: Stakeholder Mapping, Communication Plans and Market Overviews
- ✓ Enables the review of short-, medium- and long-term options across the value chain
- ✓ Identifies, prioritises and empowers the engagement of key stakeholders in line with their desired outcomes
- ✓ Maximises the value of goods and services procured, underpinned by closer value chain relationships with suppliers
- ✓ Focuses on real added value and partnership, as well as cost transformation and optimisation, in turn driving measurable value
- ✓ Provides a long-term approach to core categories and the toolkit to develop and refine the approach as environments and situations change
- ✓ Embeds new ways of working and thinking, as well as wider, cross-functional engagement with stakeholders at its core
- ✓ It is a positive, data-driven enabler of change and development that helps overcome blockages to collaboration internally and externally
- ✓ Offers a methodical, phased approach to enable both strategic and tactical commercial benefits to be captured effectively and consistently
- ✓ Provides options for value-adding opportunities, with a clear understanding of their impact and how to deliver them

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*The challenge **Hawtrey Dene** brought to the status quo was refreshing and their insight, paired with external experience, helped our teams start to think differently. By providing tangible benchmark data to drive decision making and working closely with internal stakeholders, supplier relationships have been strengthened.*



# Supplier Relationship Management

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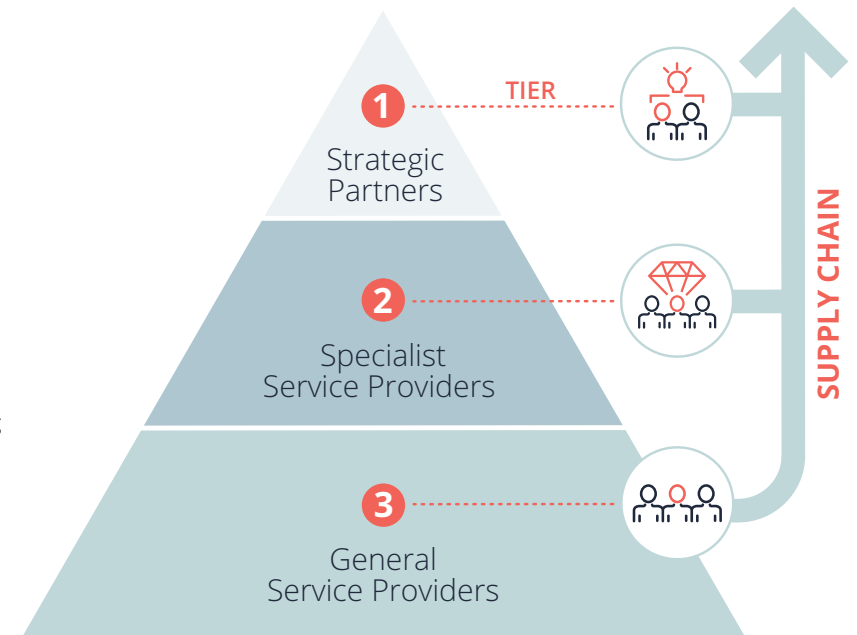
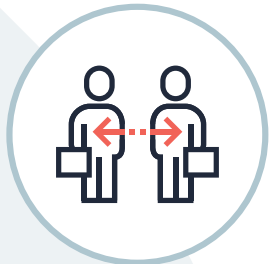
## Developing deeper engagement to unlock value and drive cost efficiencies

Suppliers are a major component of an organisation's value chain and critical to day-to-day operations. It is important to recognise that any engagement with the supply chain needs to reflect the priorities of your organisation and these requirements therefore need to be fully understood first.

When engaging in management of the supply base, any approach must be planned, methodical and comprehensive. Ensuring that the right suppliers are given the right attention is the starting point for ensuring that you reduce risk, maximise opportunity and harness innovation and partnership. Any procurement function – and anyone with any procurement responsibility – needs to work across an organisation and not in isolation.

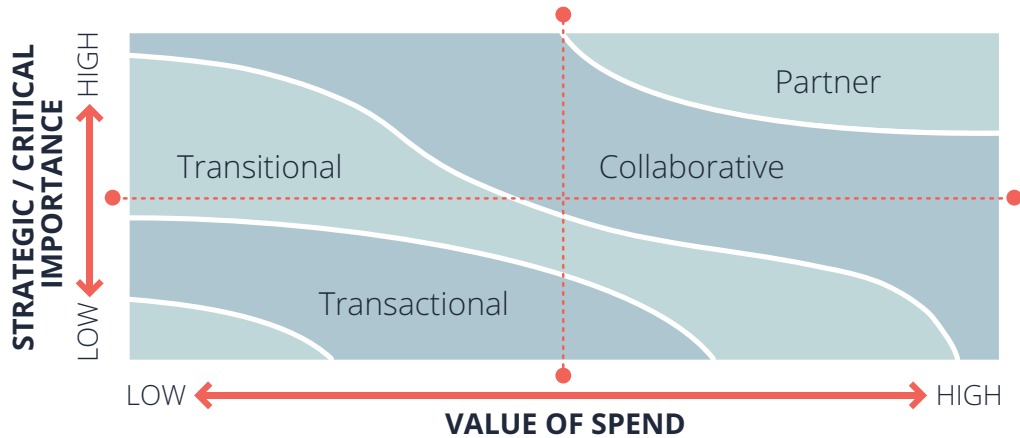
The approach to Supplier Relationship Management (SRM) must therefore fit your organisation and your industry. As well as aligning with corporate objectives, it must be constructed in such a way that it is flexible and able to evolve. Environments, markets, products, demand and a host of other factors change, often well beyond the control of either party. Having a clear and methodical SRM strategy in place allows change to be dealt with more effectively and risk to be reduced.

The initial work around SRM can be as simple as understanding and classifying your suppliers to identify the key players (based on criticality, level of spend, geography or a host of other measures). From here, deeper engagement can start to unlock additional value in relationships that can help drive improved costs and efficiencies by relying on supply chain experts in their field and moving your organisation towards being a 'client of choice' with whom they want to work closely.



## KEY STEPS:

- ✓ Collate the Supplier and Market Data
- ✓ Add to the data with additional sources of information to provide a market, category and supplier plan
- ✓ Use a methodical approach to define the marketplace and profile what the suppliers provide to the organisation
- ✓ Define the Organisational Priorities in relation to the supply chain or those that are linked to it
- ✓ Classify the position of suppliers using a Segmentation Model, based on the objectives and plans developed
- ✓ Develop supply-side strategies around each relationship and category
- ✓ Develop and share the varied supplier relationship management approaches based on the market, supply strategy and segmentation



## MAXIMISING VALUE:

### Segmentation

Identifying where a supplier sits in the segmentation and how they should be best engaged with

### Governance

Ensuring it is clear who is managing each relationship and the strategic objectives of the supplier relationships

### Performance Monitoring

Developing scorecards to assess supplier performance and continually monitoring suppliers

### Development

Looking at what additional value can be unlocked through relationships with strategic suppliers

## AREAS WHERE HAWTREY DENE CAN ASSIST INCLUDE:

### Supplier and Market Insight and Strategies

Understanding the landscape and formulating supply-side approaches that work

### Supply Market Segmentation

Helping to position and grade suppliers in line with organisational priorities and objectives

### Internal Engagement

Designing and delivering an SRM framework that empowers all stakeholders across the organisation



# eSourcing Capability

## Powerful software tools for every element of the procurement process

Hawtrey Dene works in partnership with Curtis Fitch, one of Europe's leading eSourcing software companies, to offer clients the benefits of the latest eSourcing technology.

CF Suite combines four eProcurement platforms in one secure, easy-to-use software suite. Comprising CF Source, CF Contracts, CF Analytics and CF Workflow, CF Suite gives you the tools to take care of every element of your procurement process – from finding the right supplier, to creating the necessary contracts and analysing their performance. Curtis Fitch is fully EU and OJEU compliant, giving you and the rest of your public sector network total peace of mind when engaging with this technology.

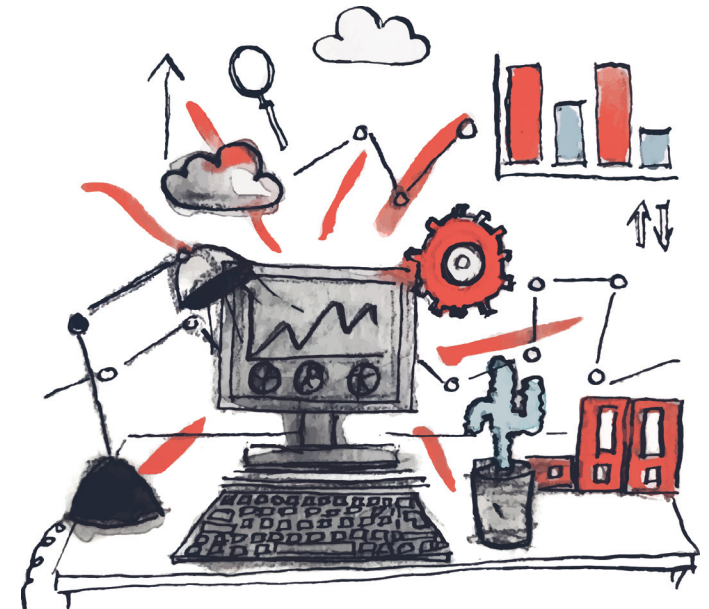
Curtis Fitch holds ISO 27001:2013 certification for Information Security Management, as certified by the globally recognised BSI, in turn accredited by leading body UKAS. As such, Curtis Fitch holds the trust of a number of security-dependent businesses, including its partner De Beers Group, as well as Close Brothers and QinetiQ.

The company is a trusted eProcurement provider to a number of public sector organisations, empowering end-users with an intuitive solution that fully meets the needs of government purchasing bodies. Combining the power of the Curtis Fitch platform with Hawtrey Dene's experienced team of consultants, we now offer a blended approach to your public sector procurement requirements. Proficient on the CF platform, our team operates a 'superuser' system.

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curtisfitch<sup>™</sup>

We have a wealth of experience in delivering fully compliant OJEU and EU tendering implementations. Our team provides full support in the creation of OJEU-specific sourcing templates and can train users on how to use these templates and the software in an OJEU compliant framework.



## CF SOURCE

The Curtis Fitch eProcurement technology is neatly wrapped up in a simple product. Incorporating project management, RFx, evaluation and financial tracking, the CF Source project management tool allows you to run a sourcing project seamlessly from start to finish, providing centralised storage for all project information in an easy-to-use application.

You can track each stage of the project and keep those involved updated; monitor project benefits, such as cost savings; and demonstrate your saving credentials with our financial tracking.

RFx allows you to ask your supply base for information. With drag-and-drop technology, line item importing, spreadsheet bidding and automatic question population, there is everything you need to run a sourcing activity and save you time, whilst ensuring OJEU compliance.

Post-tender analysis is important to the public sector network, so scoring evaluation and full reporting suites are included, accessed via the analytics hub. Once a decision has been made, users can award through the software, ensuring all audit is captured from start to finish.

The fully auditable CF Source combines powerful technology with simple set-up tools, helping you and your team to realise fully the potential of the software. As well as guided set-up and import tools, you are able to move suppliers across stages of your sourcing process with Smart Copy, filtering out non-qualifiers or unwanted lines of information or pricing.

## CF CONTRACTS

CF Contracts is a cloud-based application to store and manage your contract data and documents safely.

ISO 27001 accreditation ensures a highly secure environment for your organisation's most important documents and information. CF Contracts allows you to manage information using automated alerts and dashboards, with all actions being fully auditable.

You can store all contract data, sign your contracts digitally and access all contract reports within the analytics module. CF Contracts removes the risk of human oversight, mitigates risk, manages renewal deadlines and focuses resources.

## CF ANALYTICS

All CF data is accessed by the analytics module. CF Analytics visualises all of your suite data in one place, creating helpful dashboards and reports based upon pre-built dimensions and measures. Powered by Qlik Sense technology, you can view your dashboards anywhere, from any device and export to Excel, Jpeg and PDF.

## CF WORKFLOW (SRM)

CF Workflow automates your supplier processes, creates a self-serve supplier profile and makes sure that suppliers keep their information up-to-date. Easy to use, it ensures complete compliance across your supplier network and drives additional value from post-contract activity.

You create questionnaires containing exactly the questions you want to ask, from complex formulas to multiple file uploads. To save you and your suppliers time, questions can be imported into sourcing events, maintaining up-to-date records and avoiding duplication of work.

Custom workflows allow you to recreate these processes directly, with a range of conditional actions automatically moving each supplier across questionnaires until all the necessary information has been gathered, whilst sending alerts to individuals or teams at each stage.

With your new supplier safely on-boarded, you will want to monitor any risk they pose to your business. A balanced scorecard – from supplier self-evaluation to stakeholder input – is the way to get a 360° view on a supplier's performance.

