



# Corcentric Help Desk Services for Procurement and Sourcing

Flexible Retainer for a Variety of Spend Management Needs

As Procurement continues to evolve and reveal its value, companies find themselves in need of more robust strategic sourcing operations. Even established organizations sometimes lack the resources to develop and maintain Procurement functions of the appropriate size, structure, and maturity.

There are multiple reasons why expanding support for Procurement and Sourcing can be challenging. Adding new team members to the roster requires cutting through red tape. The return on investment for hiring and retaining talented, multi-disciplined professionals to manage your specific needs can be low. The fees charged by traditional consultants from the big firms often far exceed the budgets available. Finally, the support provided by the low-cost outsourcing firms does not provide the cultural alignment and depth of expertise that you require.

## A NON-TRADITIONAL APPROACH TO PROCUREMENT REQUIREMENTS

Corcentric Help Desk Services provides you with a team of consultants, analysts, category SMEs, and advisory and sourcing professionals – along with access to fit-for-purpose software – that you can scale and flex depending on your needs.

### Help Desk Services Features

- + Flexible staffing levels and competitive rates
- + A team of multi-disciplinary experts
- + Subject matter expertise in hundreds of categories
- + Additional reach and resource for Procurement & Finance activities
- + Advisory services and transformation consultants
- + Contract and Supplier Management tools
- + Sourcing tools
- + Pre-negotiated Indirect GPO programs

Just like an IT service desk, our Help Desk service allows you to access all the support you need to get through the hurdles that arise day-to-day in Procurement and Finance. For about the cost of adding one well-qualified professional to your roster, you will gain access to the entire team of industry-recognized experts at Corcentric. In addition to the skills and experience of our team, you will also receive the tools, market data, templates, and subject matter expertise that distinguish Corcentric as the leaders in spend management, both upstream and downstream.

## HOW DOES IT WORK?

Our experts collaborate with you to establish a monthly support level based on your needs and goals. You will receive a dedicated Account Manager who will acquaint themselves with your company culture and internal team. They will determine your present and future requirements, assign resources, monitor progress, and provide reporting on an ongoing basis.

### Example Activities Covered Under Help Desk

- + **Strategic Sourcing**
  - Spend analysis and opportunity assessment
  - Sourcing roadmap development
  - Cost reduction initiatives
  - Supplier identification and benchmarking
- + **Category Management**
  - Best-practice category spend
  - Spend analysis to understand how much you are spending with your suppliers
  - Classify spend data to highlight the various commodities of spend in each category

## WHY CORCENTRIC

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A globally networked platform with all your buyers and sellers in one place.

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Analytics to power more intelligent decisions and automate manual processes.

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Dynamic workflows that empower agility and collaboration.

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The software and services to support your digital transformation.

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Industry-leading modular, integrated solutions built on the Corcentric Platform to power your digital transformation.

### + Digital Procurement Transformation Support

- Support Procurement's evolution with a suite of cutting-edge software
- On-demand access through the Help Desk Service model

Corcentric is the only leading global business spend management and revenue management provider offering end-to-end Source-to-Pay Managed and Help Desk Services to Procurement and Finance organizations, backed by a powerful proprietary set of tools and software— Corcentric Platform.



**corcentric™**

Procurement and Finance Solutions

### ABOUT CORCENTRIC

Corcentric is a global provider of business spend management and revenue management software and services for mid-market and Fortune 1000 businesses. Corcentric delivers software, advisory services, and payments focused on reducing costs, optimizing working capital, and unlocking revenue. To learn more, please visit [corcentric.com](https://www.corcentric.com).