

Procurement Disruptors

Our Procurement Disruptors series highlights industry leaders that drive change in the way procurement is being done today. We interview champions to see what they believe are trends in the industry and common pain points.



For this edition of Procurement Disruptors, we had the pleasure to interview

Nadine Sauv 

Digital Procurement Transformation Expert

Nadine is an expert in Digital Procurement and Spend Management solutions with 20 years of consulting experience. She specializes in designing, implementing, and supporting global procure-to-pay solutions. Nadine's success is credited to her ability to identify user pain points within organizations to create tailored use cases for transforming supply chains.

ETCH worked with Nadine through multiple digital transformations.

Highlights of Nadine's career:

- Pivoted from supporting organizations to **transforming** them. Now she continuously **solves procurement puzzles** and **drives change** through coaching and training multidisciplinary teams.
- Spearheaded the **selection, implementation, and standardization** of technologies and processes across multiple business units for several large corporations.
- Developed and managed numerous strategic initiatives to **evolve leading practices** resulting in reduced costs, risk, and effort across multiple business units.

Nadine's Journey in Disrupting Procurement Norms

What are some key challenges that come with Spend Management system implementations?

1. **Cross-Department Transformation:** It is crucial to acknowledge the different priorities of multiple departments and envision how each department is impacted to sell the idea.
2. **Execute Smooth Integrations:** Timing is essential when choosing and integrating a new spend management system by reducing disruption to the organization.
3. **Embrace Change:** Give it a try and seize the opportunity to improve your system and processes. Be flexible when tailoring the digital transformation systems for the organization's needs.



What is the key factor to consider in order to maximize user adoption of a new digital tool?

Change Management: Technology advancements are occurring faster than the corporate world is willing to adapt. Below, are the preconditions to maximize user adoption and achieve success:

- What is the **need** for a new process?
- How does it **add value** to current daily operations?
- What are the **benefits** to the new system compared to the old system?

Organizations need to be mindful of providing clear answers in order to **smooth out users' journeys** to reduce resistance.



How is ETCH different from other consulting firms?

1. ETCH has **in-depth experience** through the entire procurement journey which allows them to better identify challenges and provide **tailored solutions**.
2. ETCH delivers with a **hands-on approach** and goes above and beyond by being a part of the implementation from start to finish, ensuring the client always feels supported.
3. ETCH's team brings a **spark** and **flexibility** that is **transparent** and **collaborative**, while respecting the client's organization comfort levels.



What should organizations integrate into their internal processes when transforming, post Covid-19?

1. **Digital Literacy:** Let go of hardcopies and emphasize learning how to manage digitally.
2. **Spring Cleaning:** Organizations are collecting more information than they can leverage. A new year brings an opportunity to get organized. For example, decluttering, consolidating, and assessing what information is required can prevent getting lost in the details.
3. **Create a Space for Collaboration:** Strengthen relationships with suppliers to encourage a collaborative space rather than rigid contracts and agreements; this allows for flexibility and better preparation during unexpected scenarios.



"Procurement systems mean building something concrete and solving puzzles"

-Nadine Sauv 