

Procurement Shared Service Center

Energy Infrastructure Company

The client is the largest energy infrastructure company in North America, with annual revenues over \$160B. The client operates the world's longest crude oil and liquids transportation system, is a North American leader in the gathering, transportation, processing and storage of natural gas, and has an increasing involvement in power transmission.



Challenge	Solution	Benefits
<ul style="list-style-type: none"> • The client was implementing a procurement shared service center and establishing a continuous improvement framework • The objectives were to: <ul style="list-style-type: none"> - Optimize labor burdens and infrastructure costs - Transact in accordance to contractual pricing terms and procedures - Adopt common, practical solutions to simplify transactional processing - Provide scalable, end-to-end transactional services - Continuously improve operations 	<ul style="list-style-type: none"> • Designed and implemented a change management strategy to support the procurement shared service center rollout • Facilitated ongoing engagement and dialogue with customers across the organization • Developed an ongoing education process customers across the organization • Developed and executed training plan to ensure team members have knowledge and skills required to fully operationalize the new model • Developed and executed awareness plan to ensure team members have a cross-functional understanding of the post re-org organization • Facilitated the official launch of the shared service center 	<ul style="list-style-type: none"> • Increased customer engagement and understanding of the change • Improved transactional efficiencies • Reduced labor and infrastructure costs • Improved controls and governance of procurement processes • Scalable operational model with culture of continuous improvement

