Social Media & Procurement

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Consulting Director
Enrich is a Specialized Partner in Oracle ERP and a Member of Oracle’s Customer Advisory Board.

Oracle’s Cloud partner for Procurement, Supply Chain and Financials.

300 + Oracle resources

200 + Successful Oracle ERP engagements

ISO 9001-Certified Customer Solution Centers (CSC)

3 Global Centers and 6 Satellite Offices across Americas, Europe

WAVE 2 ERP Solutions accelerating value to the needs of existing Oracle users.

Specialized Oracle Business Intelligence Applications 7

Specialized Oracle E-Business Suite Supply Chain Management

Specialized Oracle E-Business Suite Financial Management

#ModernProcurement
Remember Doreen
Social Media

Represents a paradigm shift in Business Dynamic

Step Change in the communication Revolution
eMail Benefits

- Faster communication
- Greater collaboration
- Increased Organisational Learning
- Accelerate & Enhance Employee Innovation, Engagement and Performance
- Enhanced Change Readiness
- Fosters a high energy and positive culture
- Fosters stronger relationships
- Boosts agility and vitality
- Fosters Engagement and co-creation
- Reduces time to make decisions
Social Media Benefits

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Doesn’t replace

- Face 2 face
Procurement Process

- Planning
- Sourcing
- Contracting
- P2P
- Analytics

Supplier Relationship Management

Risk Management
Planning

- Engagement of Stakeholder community
- Regular Plan updates
- RAG Status Alerts
- Targeted
Sourcing

- Engagement of Sourcing Project Teams
- Collaborative working with Specifiers, Users, Buyers, Legal, Finance
- Engagement of Supplier (communities)
- Notification of Tenders
Contracting

- Rapid communications with sourcing teams
- Collaboration between Legal, Business Area and Procurement in Contract development
- Rapid communication and collaboration with Suppliers
- Pressure on organisations to develop a templated approach to contracting
Procure to Pay (P2P)

- Targeted collaboration between Accounts Payable, Suppliers, Procurement and Internal Customer
Analytics

- Ease of distribution
- Appropriate targeting of communities within the business
- Big Data Analysis
  - Market Influences
  - Interactions
  - Geo-Political Influences
## Communication Styles

<table>
<thead>
<tr>
<th>Typical Styles</th>
<th>Styles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amiable</td>
<td>Expressive</td>
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<tr>
<td>Analyst</td>
<td>Driver</td>
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Remember communication styles when considering Social Media application
## Some Stats

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<tr>
<th></th>
<th>Twitter Feed</th>
<th>Photos</th>
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Legalities

- Early days......
  - Some Employee and Employer cases in US
  - In the UK, SM is subject to the same laws that apply to mainstream media
  - Defamation Act 2013
  - https://www.gov.uk/government/organisations/attorney-generals-office
## Typical Collaboration map - Today

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<tr>
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Oracle Cloud

- Represents next generation business system
  - In built social media
  - Transactions and interactions in one place “In-Context”
  - Increases information sharing and collaboration through a common platform for greater effectiveness and improved transparency
Engagement Model - Today

Internal Customer

Supplier

Procurement
Engagement Model - Tomorrow

- Internal Customer
- External Customer
- Supplier
- Procurement

Modern Procurement
Engagement Model - Tomorrow

- Internal Customer
- External Customer
- Supplier
- Procurement
- Social Media
Observations

- Do you need a policy?
- Define the collaboration communities internal and external
- Consider your engagement model
- Embrace the tools and begin usage

Remember: It is People that do Business