



Mondelēz
International

OPTIMISING PROCUREMENT:

**A SPECIALISED
SOFTWARE
SOLUTION**

PROJECT PARTNERS



ZYCUS
GLOBAL SOURCE-TO-PAY SOFTWARE SOLUTIONS

A NEW WORLD FOR VISIBILITY

Mondelēz
International

NICOLAS GONZALEZ, ASSOCIATE DIRECTOR GLOBAL SOURCE TO CONTRACT AT MONDELÉZ INTERNATIONAL, INTRODUCES THE COMPANY'S NEW BUYER CENTRAL PLATFORM, AIMING TO CONNECT ALL SYSTEMS AND OFFER FULL TRANSPARENCY TO ITS USERS.

Written by Anna McMahon • Produced by Jennifer Davies





\$34BN

**NET EARNINGS
IN 2019**

MONDELÈZ INTERNATIONAL GLOBAL SNACK COMPANY MISSION IS TO LEAD THE WORLD OF SNACKING BY OFFERING THE RIGHT SNACK, AT THE RIGHT MOMENT, MADE



Its global brands can be found in over 150 countries, with operations in over 80 countries, employing approximately 80,000 people worldwide. In 2019, Mondelez International reported a net revenue of almost \$26 billion and net earnings of around \$3.4 billion.

Nicolas Gonzalez is Associate Director Global Source to Contract at Mondelez International, responsible for all tools and processes used by its procurement community. With the goal of making processes as efficient and



INTERNATIONAL IS A COMPANY WHOSE LEAD THE FUTURE BY OFFERING THE RIGHT FOR THE RIGHT THE RIGHT WAY.

as user-friendly as possible for its buyers, Nicolas describes Mondelēz International's procurement software strategy



80
OPERATIONS IN OVER 80 COUNTRIES



OUR BRANDS



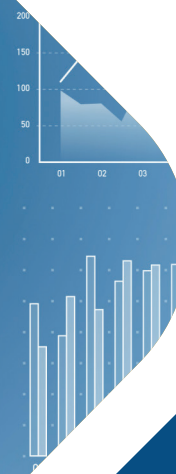
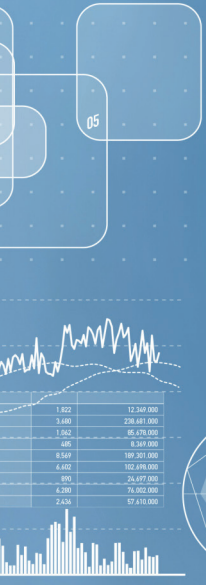
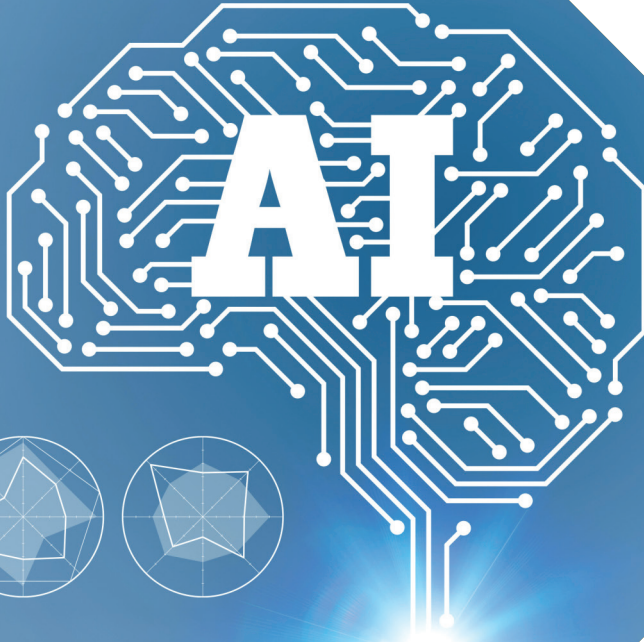


“ THE FACT THAT WE CAN CUSTOMISE A TOOL TO DO EXACTLY WHAT WE WANT IN A SPECIFIC PART OF THE PROCESS HAS HELPED US TO ENSURE WE ARE USING THE BEST TOOLS ACROSS THE BOARD. THIS HAS PROVEN TO BE VERY SUCCESSFUL ”

as the use of best-in-class software for every step. He says, “We want to have the best software for each specific part of our process, so we are not using end-to-end software that covers everything. Our objective is to have the best solution for resourcing, contracts and lifecycle management etc. This means efficiencies improve when the tool to do the best job for each part of the process is chosen.”

Mondelēz International was recently recognised at the Procurement Leaders World Procurement Awards 2020, scooping the H&Z Transformation Award; Internal Transformation – Establishing the Function for the best transformation programme. Nicolas says, “The fact that we can customise a tool to do exactly what we want in a specific part of the process has helped us to ensure we are using the best tools across the board. This has proven to be very successful.”

Commenting on the added complexity of using a variety



30+
Patents

40%
Resources in R&D

20+
Countries with
customer presence

Autonomous Procurement



Comprehensive
source-to-pay suite



AI enabled
applications



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of software solutions, Nicolas argues that this is simply a necessary evil. He explains, “In order to have the best, you need to employ a number of different solutions. This presents a sourcing issue when you have a project that uses different tools. It is also difficult to track end-to-end, it requires training and maintenance, and the information might not be congruent. For example, information in one tool might not correspond with information in another tool if it has been inputted at a different time.”

Nicolas and his team have been working hard on a solution in response to these challenges, partnering with a number of like-minded companies on their digital journey.

“ WE ARE WORKING WITH ZYCUS FOR OUR CONTRACT MANAGEMENT AND SIMPLE SOURCING ”



**“BUYER
CENTRAL ENABLES
THE FLOW OF
INFORMATION
ACROSS SYSTEMS,
IMPROVES DATA
CONGRUENCY,
AND ENSURES
FLEXIBILITY”**

He explains, “On the software side, we are working with Coupa for our catalogue solution to operationalise our contracts, as well as Coupa CSO for our parametric bidding, and Zycus for our contract management and simple sourcing. We have also recently partnered with Pegasystems for our new Buyer Central platform.”

Mondelēz International’s expectation in terms of its procurement software and technologies is to offer a more specialised software solution, allowing for flexibility when changes occur.







Mondelēz International: **Purchasing Simplification made right – with Pega**



10% decrease in processing effort

Higher efficiency and productivity

Improved employee satisfaction

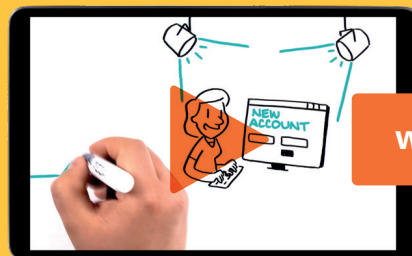
Ability to concentrate on core duties

Optimized supplier selection process

Mondelēz International sought out a solution to simplify its procurement and purchasing processes. They chose Pegasystems, the leading specialist in customer engagement and digital process automation with whom Mondelēz International has already had a very successful collaboration in the area of customer service. Pega unified the various individual systems under its Pega Infinity platform: Employees now have a single point of contact where they can access their projects and all of the relevant data and monitor the status of those projects and important figures; they can see what tasks need to be completed and receive notifications when processes require their attention – all at a single glance.

Mondelēz International and Pega teamed up to tackle purchasing complexity:

- **Five central purchasing systems** together under one interface
- **Pega Platform controls the various systems**, handles data queries, and updates changed data in the background
- **Automation of many manual processes** or replacement with controlled processes
- No programming effort due to **low code development**
- Implemented in **just a few weeks**




www.pega.com/mondelez

We are Pegasystems, the leader in software for customer engagement and operational excellence. For the past 35 years, our adaptive, cloud-architected software empowers people to rapidly deploy and easily extend and change applications to meet strategic business needs.



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NEW WORLD WE

Nicolas Gonzalez, A
Global Source f
Mondelēz In



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Associate Director
of Contract at
International



Mondelez
International





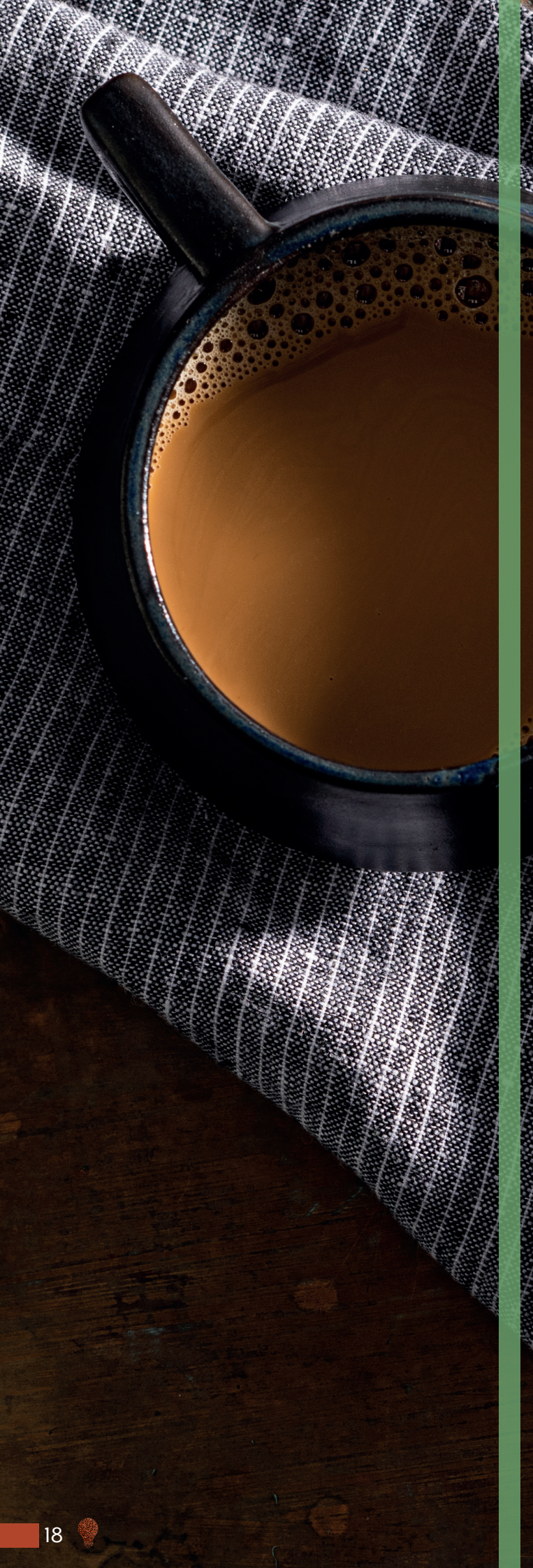
APPROXIMATELY
80,000
PEOPLE EMPLOYED
WORLDWIDE!

**“WE HAVE
GENERATED A
HUGE DATABASE
OF INFORMATION,
ENABLING US TO
ANALYSE OUR
PROCESSES AND
OPTIMISE ON
INEFFICIENCIES”**

Nicolas explains, “In the current situation, we see a lot of new technologies coming in, which will soon become the norm. Flexibility is the key. It is not just about using best-in-class software and being specialised. If there is a change in the market or a new regulation, we need the ability to adapt what we have built very easily.”

The company’s Buyer Central offers a layer on top of Mondelēz International’s best-in-class software, providing an interface for users to monitor their sourcing projects end-to-end. Nicolas says, “Buyer Central gives us flexibility. If we



A top-down view of a dark-colored mug filled with coffee, topped with a thick layer of foam. The mug sits on a grey and white striped cloth. The background is a dark wooden surface. A vertical green bar is on the right side of the image.

want to change a calculation, add a new field, or remove a step in the processes, we can do it quite easily. If a buyer is starting a project, they will enter it in Buyer Central and be able to see its status and which system it is in, linking all the systems in one place to help guide the buyer through the processes and advise on which is the next logical step.”

The benefits of the platform are plain to see, ensuring total visibility from start to finish. Nicolas explains, “There are lots of advantages. Buyer Central enables the flow of information across systems, improves data congruency, and ensures flexibility. We are not reinventing the specialised tools, but connecting them with this additional layer on top. It also provides the buyer with consolidated information in one system, so they do not have to check all the different systems for alerts. It is a whole new world in terms of visibility and efficiencies.”

Mondelēz International is looking to mirror the same Buyer Central experience for its vendors, as well as utilise



the information gleaned from the project to improve internal operations. Nicolas explains, “We have generated a huge database of information, enabling us to analyse our processes and optimise on inefficiencies. The data will give us details about our performance, which will then help us to improve on such things as quality and sustainability.”

As for the recent coronavirus pandemic, Nicolas says that the company’s focus has been on resolving any operational issues they have faced as a result. He continues, “Our aim continues to be making the right snack for the right moment. We want to keep doing what we are doing, especially during times of uncertainty. In terms of the procurement function, our goal is to have good, flexible processes in place, enabling us to adapt to the new world we are living in.”

FIND OUT MORE ↓

For further information on Mondelēz International, visit www.mondelezinternational.com



A photograph of three women in an office setting, looking at a laptop. The image is overlaid with a semi-transparent purple filter. The Mondelez International logo and website URL are prominently displayed in the center. The women are wearing lanyards with the Mondelez logo. The background features a pattern of coffee-related icons.

Mondelez
International

WWW.MONDELEZINTERNATIONAL.COM