

Chemicals giant finds perfect solution

Arkema migrates global e-procurement platform with Dell Premier solutions



Chemicals | France

Business needs

Arkema wanted to migrate to a new e-procurement platform. This meant transferring all the integrated systems for its global suppliers, including Dell Premier Procurement Integration.

Solutions at a glance

- [Dell Premier Procurement Integration](#)
- [Dell Premier Global Procurement](#)

Business results

- Transitions with no downtime
- Simplifies communication with one point of contact coordinating implementation worldwide

95%
of IT purchases
are automated



Migration of global
procurement platform in
6 months





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Emmanuel Canales,
E-Procurement Project Manager,
Arkema

At Arkema, two words sum up the company’s operations: scale and complexity. Created in 2004 as part of a restructure of Total’s chemicals business, Arkema operates 156 plants in more than 50 markets, employs 20,000 people, and has annual sales of €8.8 billion. It researches, develops and manufactures chemicals and specialist materials in a wide range of areas, including lightweight materials, bio-based products, home insulation and coatings.

Efficiency across such a large enterprise with so many areas of activity is a constant challenge. Arkema has streamlined its procurement processes by adopting e-procurement and using digital product catalogues from its suppliers. These include the many laboratories that produce the raw chemicals Arkema needs, as well as the company’s IT providers.

Automated procurement lightens the load

Arkema has been a Dell Premier customer for 15 years. With a contract managed by Stéphanie Andriot, category manager at Arkema. The company has integrated its e-procurement platform with Dell Premier via a “PunchOut” catalogue for the past five years. This allows buyers within the company to:

- Access the Dell Premier catalogue from the enterprise resource planning (ERP) system
- Buy and automatically recover a purchase order request in the ERP
- Obtain approval of an order via the internal workflow
- Send the order digitally to Dell Premier

The catalogue handles 95 percent of Arkema’s Dell Premier purchases and automates procurement flows between systems, thus reducing the risk of human error.

Emmanuel Canales, e-procurement project manager for Arkema, says, “We streamline procurement and get detailed insight into our performance with Dell Premier Procurement Integration. Additionally, we can personalise products easily because it provides all the customisation options Dell Premier offers. On a personal level, we value the Dell Premier team’s professionalism and quality of service. They are always ready to help and find solutions when needed.”

The challenge of change

When Arkema decided to change its e-procurement platform, it had to reconnect all its suppliers’ systems, including Dell Premier Procurement Integration, to the new system. The migration had to be managed across the globe in several phases—first in France, then in four more European countries and, finally, in China and Singapore.

“We were relying on the Dell Premier team to transition Premier Procurement Integration to the new platform smoothly and quickly,” says Canales, “and because it was a global project, we needed tight coordination between regions.” A Dell Premier project manager came on board to help oversee the migration and meet Arkema’s 6-month deadline. The Dell Premier team refactored all transactional flows, and reconfigured them for compatibility with the new tool. They also built a user-information flow to keep purchasers informed of the progress of an order.

Project manager eases transition

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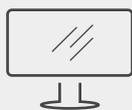
The Dell Premier project team helped Arkema overcome several hurdles in getting the platform live worldwide. The work included mapping a custom process for e-procurement in China by building an extra status step that the new procurement platform did not initially support. The team used a feature of Dell Premier Procurement Integration to overcome a bug in the new platform where orders were rejected if certain contact information was missing.

During the move, the Dell Premier team ensured that all Arkema procurement systems remained online to avoid the impact on day-to-day business. As a result, the solution has provided a high-quality service to users worldwide with no outages since it went live.

Canales sums up the project: “We were happy to work with the Dell Premier team. While some providers tend to wait and see how things turn out in this kind of project, the Dell Premier team has always been proactive, anticipating our needs and meeting all deadlines.”

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