

Welcome to
**The Procurement Center
of Excellence**



SPEND

WELCOME TO ICG COMMERCE

WHERE SPEND IS TRANSFORMED INTO SAVINGS

Top business leaders know it: Procurement is a high-impact activity that can enhance a company's performance and significantly improve its bottom line. As a result, today's executives are expecting more savings than ever — savings they can measure in terms of earnings — that increase year after year.

However, truly maximizing the value of procurement, and ensuring that savings opportunities are fully recognized, is not a simple practice. It requires deep expertise across a wide range of buying categories and processes, an array of tools, technologies and information, finely tuned and well-integrated processes, and a commitment to ongoing measurement and improvement.

When you partner with ICG Commerce, you gain immediate access to a world-class procurement operation and all of the elements needed to produce tangible cost reductions and deliver the highest level of value to your organization.

Whether you are looking for support across the entire procurement value chain or in specific areas, ICG Commerce brings proven solutions that integrate:

- Experienced, dedicated category and process specialists
- The highest standards of process and operational excellence
- Unmatched market insights, information, and tools

And unlike consultancies that offer big ideas and little execution, ICG Commerce works with you day-in and day-out to help you transform under managed spend into a source of ongoing, measurable savings.

Our expertise and infrastructure can help you address one or all of the following areas:

- Sourcing
- Savings Implementation
- Transaction Management
- Category Management



**TOTAL
PROCUREMENT.
MAXIMIZED
SAVINGS.**



WORKING WITH YOU
DAY-IN AND DAY-OUT...

A WORLD-CLASS PROCUREMENT OPERATION

ICG Commerce is a leading Procurement Services Provider exclusively committed to helping companies maximize the power of procurement. By leveraging ICG Commerce's world-class procurement operation, companies achieve results in new, typically under-managed, areas while focusing their existing resources on improving savings in more strategic categories.

CATEGORY LEADERS

ICG Commerce employs dedicated category teams across all major non-core buying categories. By working day-in and day-out in their respective supply markets and sourcing similar categories for dozens of companies each year, they have an unmatched perspective on the latest pricing trends and market dynamics and have an in-depth understanding of category-specific cost and performance drivers.



Sourcing Databases & TECHNOLOGIES

Having sourced billions of dollars of spend through thousands of sourcing events, ICG Commerce has amassed an unmatched repository of intellectual capital and an industry-leading set of information, tools, and technologies. We apply these tools — from supplier databases to eSourcing technologies to category-specific pricing structures — to help you maximize and accelerate results.



Sourcing & Transaction PROCESS SPECIALISTS

In addition to deep category know-how, ICG Commerce also employs numerous teams of process specialists, each with deep expertise across or within the source-to-pay lifecycle. From savings implementation specialists who drive rigorous site-level deployments to purchase-to-pay process engineers who ensure your processes are designed to maximize efficiency, our specialists work together to help you optimize results and performance.



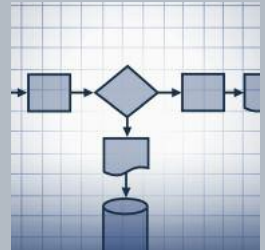
Category & Transaction BENCHMARKS

Our commitment to operational excellence requires that we continuously improve upon our services and your savings results. Across our core categories, we continuously analyze market and supplier intelligence, such as industry cost-structure analysis, index monitoring, and price-formula audits. On the supplier side, we deploy supplier-performance databases and site-visit audits to negotiate optimal sourcing agreements and identify continual cost improvements.



Transaction Processing INFRASTRUCTURE

At our core, ICG Commerce provides a comprehensive, yet flexible set of tools — from ACD call-center support to analytical reporting databases to enterprise-level hardware and leading procurement software — is fully operational and ready to for you to plug into. Whether we act as your primary solution or augment your existing investments, our flexible toolset is designed to help you efficiently and effectively drive cost reductions across your entire organization, while improving compliance, control, and spend visibility.



Transactional BUYERS

Proactively watching orders, our leading professionals identify additional savings opportunities, while ensuring compliance to company policies. We monitor key metrics to ensure suppliers are performing at their highest levels. And with every order, we offer one-stop, unmatched customer service to address all process- and order-related questions.



SPEND

Sourcing



**Savings
Implementation**



**T
M**

*SOURCE MORE SPEND,
SEE MORE SAVINGS*

Every procurement professional knows that delivering cost reductions starts with savings planning and a strategic approach to sourcing. But most companies don't have the range of expertise, information, and tools to effectively source all buying categories. ICG Commerce experts can help you achieve results in new, typically under-managed categories, while you focus your existing resources on improving savings in more strategic areas.

SAVINGS PLANNING

Whether you are preparing to launch a sourcing campaign or report spend for annual budgeting purposes, ICG Commerce experts can help you by leveraging spend-categorization tools and know-how to provide a detailed evaluation of what you buy and how you buy, while developing a specific roadmap toward optimal results.

STRATEGIC SOURCING

Our category experts apply their extensive knowledge of the supply base and deep insights along with the best sourcing strategy and an arsenal of tools and information to help you achieve the best sourcing results.

TACTICAL SOURCING

Infrequent purchases, where no preferred supplier is established, account for 10 - 15% of most companies' procurement expenditures. ICG Commerce can help by providing tactical sourcing support to help you not only maximize the spend under management but also ensure optimal pricing and terms for each and every purchase.

*THE PATH FROM
SOURCING TO SAVINGS*

As much as they add up, savings from sourcing only appear on paper. They won't show up on the bottom line unless preferred suppliers are used, contract terms are upheld, and policies and procedures are followed. ICG Commerce can help you maximize savings realization by transforming and automating the purchase-to-pay process and establishing well-understood buyer and supplier processes.

PURCHASE-TO-PAY TRANSFORMATION & AUTOMATION

Right from the start, we work closely with your team to develop efficient, standardized procurement policies and processes as well as to leverage procurement tools and technologies to simplify, monitor, and analyze your purchasing activities. Along the way, our process and integration specialists help you develop standards for content, connect with suppliers in the most effective manner, and implement best-practices that work for your organization.

STAKEHOLDER AND SUPPLIER MOBILIZATION

We take a detailed, hands-on approach to engage each new supplier and your internal stakeholders. With the addition of a new agreement, we develop contract term sheets, test content and connectivity, train suppliers at the local branch level to meet the needs of each buying location, and deploy end-user-focused communication and training programs.



... TO HELP YOU DELIVER THE HIGHEST LEVEL OF
VALUE TO YOUR ORGANIZATION YEAR AFTER YEAR.

Transaction Management



Category Management

SAVINGS

KEEP SPEND IN LINE, WHILE REDUCING INEFFICIENCIES

The purchase-to-pay process typically entails thousands of requisitioners interacting with hundreds of suppliers, resulting in tens of thousands of points of potential failure. Each time this interaction breaks down, end-user frustration increases, time is wasted, and dollars are misspent.

ICG Commerce can help by creating a customer-specific buying center — professional buyers who leverage leading tools and best practices to proactively manage day-to-day, purchase-to-pay activities, ensuring efficient transaction processing, fewer errors, and ultimately higher compliance and savings.

PO AND INVOICE PROCESSING

ICG Commerce supports purchase-to-pay transactions by proactively managing every order, ensuring compliance to company policies through services such as Compliance Management, Order Assistance, QA Orders, a Procurement Help Desk, and Accounts Payable Support.

PROCUREMENT SYSTEM SUPPORT

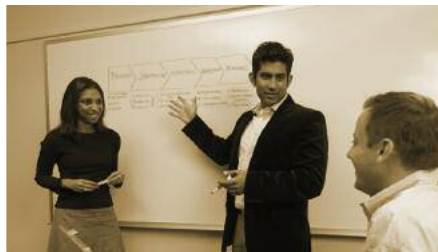
Additionally, ICG Commerce can help you optimize your procurement systems by providing functional and administrative support, including Content Management, Vendor Maintenance, and an eProcurement Help Desk.

ONGOING EXPERTISE FOR ONGOING SAVINGS

Achieving cost reductions is one thing. Continuously building upon those savings and driving additional performance improvements is another matter. It requires continuous monitoring of the market and supplier performance across each of your buying categories. Our dedicated category experts can help you identify and implement solutions to further reduce maverick purchasing and drive incremental unit-cost reductions.

- **Price Management**
Monitoring of category indices and analytics on impending price changes
- **Supply-Market Monitoring and Reporting**
Continuous analysis of spend, market data, and benchmarks to identify additional improvement opportunities
- **Continuous Cost Improvements**
Implementation of additional savings through substitutions, better compliance, or additional sourcing
- **Supplier Performance Management**
Monitoring supplier performance and driving quality and service improvements

ICGCOMMERCE
Total Procurement. Maximized Savings.



THANK YOU FOR VISITING

THE PROCUREMENT CENTER OF EXCELLENCE

FLEXIBLE PROCUREMENT SOLUTIONS THAT MEET YOUR NEEDS

Whether you need a comprehensive solution to address all of your non-core purchases, or you need to fill select gaps in your existing capabilities, ICG Commerce provides all of the elements to help you transform your procurement organization into a true performance driver.

PROJECT-BASED SOLUTIONS

Whether you are looking for support with spend categorization and analysis, a strategic sourcing campaign, category-specific sourcing, or post-merger synergy realization, ICG Commerce provides you with additional resources to accelerate your key initiatives and enhance results.

OUTSOURCING SOLUTIONS

If you are looking to redirect your resources to your most critical activities, rapidly acquire a world-class indirect procurement operation, or reduce operating costs, ICG Commerce can manage the scope of buying categories or business processes to meet your needs.

The following are examples of how you can leverage the elements of the ICG Commerce procurement operation to support your specific needs and objectives:

	SOURCING	SAVINGS IMPLEMENTATION	TRANSACTION MANAGEMENT	CATEGORY MANAGEMENT
PROJECT-BASED SOLUTIONS				
SOURCING CAMPAIGN	●	●		
CATEGORY SOURCING	●	●		
OUTSOURCING SOLUTIONS				
COMPREHENSIVE PROCUREMENT MANAGEMENT	●	●	●	●
BUYING CENTER SERVICES			●	