

# Beyond Savings: AI-Powered Procurement Outsourcing

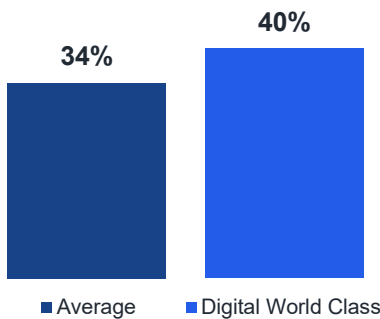
## Procurement Outsourcing Services | Research Scope

<p><b>Procurement data management</b></p>	<p>&gt; The process of managing item master, catalog records, contract content and supplier master files, including adding, changing or deleting information contained in such files/records.</p>
<p><b>Intake management, requisition and PO processing</b></p>	<p>&gt; Intake management captures and routes procurement requests to the appropriate channels. Requisition processing involves identifying needs and completing requisitions for goods and services. PO processing includes issuing purchase orders, finalizing contracts, and confirming supplier acceptance to formalize transactions.</p>
<p><b>Sourcing execution</b></p>	<p>&gt; Sourcing execution includes the process of identifying, validating and selecting suppliers for direct materials, indirect materials and capital goods and services as well as the process of negotiating terms, delivery, price and quantities with suppliers.</p>
<p><b>Invoice processing</b></p>	<p>&gt; The process of paying suppliers, vendors or external third parties for goods, services or freight shipments. These are normally considered trade payables.</p>

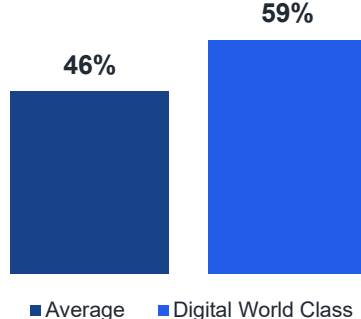
Source: The Hackett Group 2025 Procurement Outsourcing Digital World Class® Matrix Study

## Business impact generated from Procurement Outsourcing Services implementation

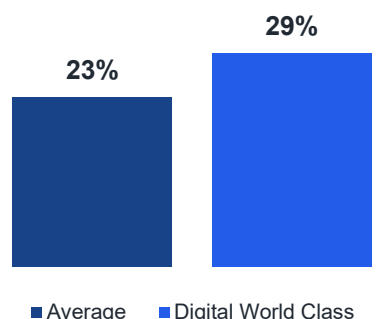
### Average efficiency improvement from transformation



### Sourcing execution: efficiency and automation achieved



### Improvement in purchase cost savings and cost avoidance



Source: The Hackett Group 2025 Procurement Outsourcing Digital World Class® Matrix Study

**26%**

Percentage of Procurement organizations currently using outsourcing

**37%**

% of Procurement organizations expecting to outsource procurement within the next three years.

Source: The Hackett Group 2025 Procurement Agenda and Key Issues Study

# The Hackett Digital World Class Matrix™ | Procurement Outsourcing Services

The study covered capability breadth across 10 dimensions

Capability breadth



Ability to address global complex clients



Service offering breadth



Infrastructure, services and support



Procurement data management



Intake management, requisition and PO processing



Sourcing execution



Accounts payable



Quality, compliance and risk management



Data intelligence and analytics



AI/ML, Gen AI, automated intelligence

## Hackett perspective:

- Wipro's procurement services cover the entire value chain, including strategic sourcing, procurement operations, supplier relations and master data management.
- Wipro's CNX is a fully integrated cognitive digital end-to-end source-to-pay platform. It includes AI-driven features to promote touchless transactions, intelligent buying and assisted buying.
- Their approach supports organizations seeking greater efficiency, transparency and control across the procurement lifecycle, with a focus on enabling measurable outcomes through scalable technology platforms.
- Wipro enables procurement organizations to embed sustainability solutions into their supplier and spend landscape.

Source: The Hackett Group 2025 Procurement Outsourcing Digital World Class® Matrix Study

## Value realization dimensions

Value realization



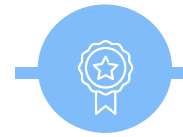
Transition and migration services



Transformation capabilities



Automation and efficiency metrics



Service experience



Service value



Overall satisfaction and business value

## Value Realization: Badges Awarded to Wipro



Source: The Hackett Group 2025 Procurement Outsourcing Digital World Class® Matrix Study

## Digital world-class difference in Procurement Outsourcing

“Leading procurement outsourcing services effectively manage complex global requirements by offering a comprehensive suite of services, supported by robust infrastructure and expert capabilities. They deliver exceptional data visibility and intelligence, while leveraging evolving AI and GenAI technologies to enhance process performance.”

—The Hackett Group, Market Intelligence

# About WIPRO | Leaders in Procurement Outsourcing Services®



## WIPRO– Quick facts

over

**\$133** billion  
managed spend

average savings

**5% to 23%**

in indirect and direct costs

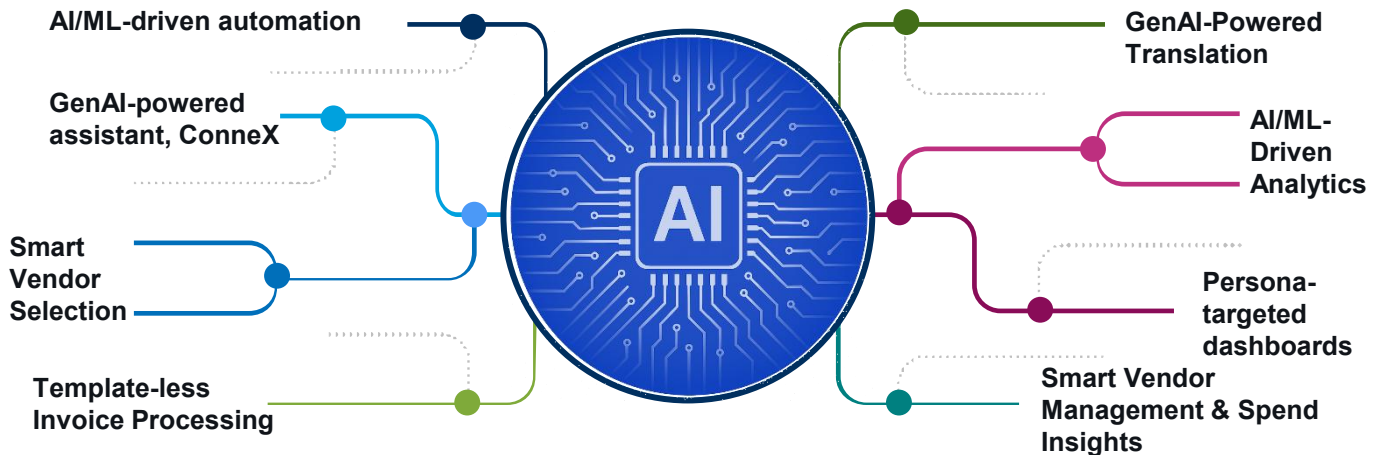
business partners across

**65** countries

## Wipro's digital procurement services include:

- Wipro CnNXT: S2P suite
- Intuitive RFx management
- Order module
- Invoice module
- Vendor portal
- Operational and business data insights
- Tail spend optimizer
- Intelligent spend diagnostics

## CnNXT™ | Digital Procurement Services with AI



### About Wipro:

Wipro is a global IT consulting and BPO services company with 250,000+ employees. Core offerings include design thinking, process re-engineering, functional consulting, IT applications, maintenance, and BPO services. Organized in a grid structure, it integrates consulting, IT, and BPO solutions for over 50% of clients.

Greater efficiency. Transparency. Control across the procurement lifecycle.

[wipro.com](https://www.wipro.com)

## Wipro's key five strategic priorities:

**Accelerate growth – Focus and scale; strengthen clients and partnerships; lead with business solutions; build talent at scale; operational excellence.”**