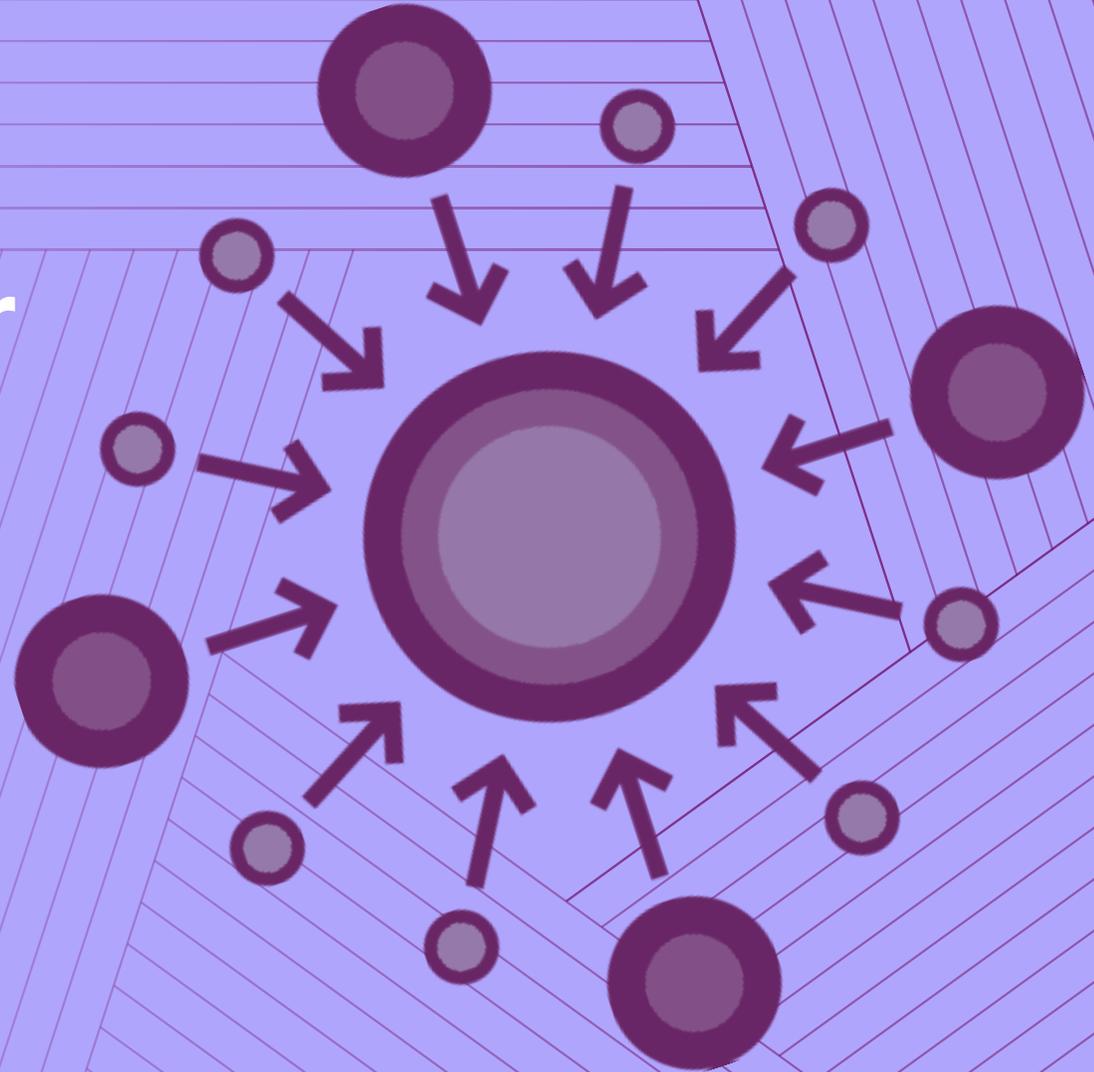


Centralized Supplier Management Efficiency and simplification



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Mondelēz' commitment to the supplier base



About Mondelēz

Mondelēz International has a presence in over 150 countries around the world with iconic global and local brands such as OREO, belVita and LU biscuits; Cadbury Dairy Milk, Milka and Toblerone chocolate; Sour Patch Kids candy and Trident gum. It represents one of the largest snack companies in the world with global net revenues of \$26.5 billion and net earnings of \$3.5 billion in 2020.

Becoming customer of choice

With a strong supplier diversity program, Mondelēz International is committed to serving a high quality, innovative supplier base that reflects its own diversity in the products it offers. As part of this commitment, Mondelēz International strives to be the preferred customer of its suppliers and to provide a best-in-class experience. By giving suppliers a seamless and user-friendly experience throughout, it aims to delight its partners, leading to greater collaboration, value and efficiency.

Mondelēz
International

belVita

Cadbury



Milka

OREO

TOBLERONE

Key pillars of Digital Procurement Strategy



Supplier experience

Buyer experience

Enterprise end-to-end processes and enablement

**Key pillars of Digital
Procurement Strategy
and Roadmap**

Challenges faced



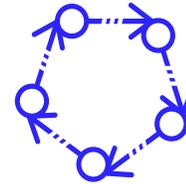
Mondelēz International faced a number of key challenges, which it wanted to improve:



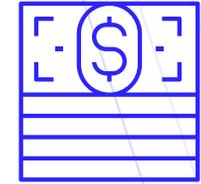
Too many manual and inefficient supplier management processes



Procurement not being able to focus its energy on 'value-add' activities



Multiple systems using supplier data, resulting in data silos



Suppliers reporting high cost to serve

“By consolidating all of our touch points and enabling self-service capabilities, we aim to crush complexity while also building for the future with a flexible, adaptable solution.”



– Stephane Sacherer, Associate
Director Global Procure to Pay
at Mondelēz International

HICX deployment overview



Mondelēz International selected HICX to provide a complete **supplier information management** and **on-boarding** solution as the foundations of its Supplier Central service.

Master data management

The underlying master data management (MDM) layer provided a single source of truth for all suppliers to Mondelēz International and accommodated not just a core set of 'global' attributes for each supplier, but all elements needed by every department and multiple systems, including their ERP and P2P suites.

Supplier portal

The supplier portal – which HICX designed, developed, implemented and now maintains – acts as the single gateway for every single supplier. It provides the dual benefit of a joined-up and accessible solution for suppliers, while equipping Mondelēz International with the necessary controls to ensure that supplier data remains accurate and secure, even as it is changed and updated through the supplier lifecycle.

As Stephane Sacherer explains, “We’re really excited to have all our suppliers in a single system that provides the data foundation to now be able to look at areas such as risk and performance, sustainability and supplier quality.”

HICX deployment overview



High level Portal Scope

Supplier
Discovery

Supplier
Onboarding

Information
Management

Compliance

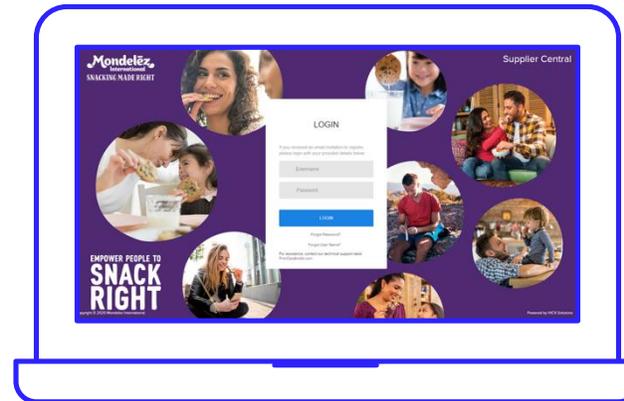
Performance

Collaboration

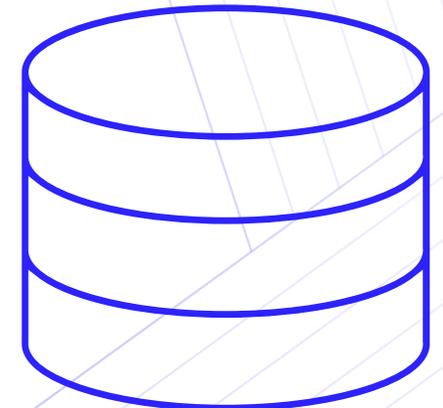
Reporting



Mondelēz user portal



Supplier facing portal



ERPs

Outcome and results



The outcome: efficiency and simplification

Mondelēz International has been able to eradicate inefficient processes, such as those based on Excel spreadsheets, while Procurement has had its time freed up to focus on value-add initiatives rather than data administration.

To deliver on its “Best at global, best at local” promise, Mondelēz International wanted to support several thousand requestors, while ensuring that the right suppliers are onboarded but without Procurement becoming the bottleneck.

Results:



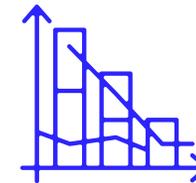
Fully digital supplier management solution deployed in fewer than 12 months globally



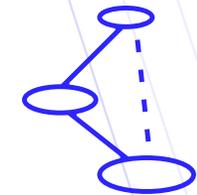
Significant time freed up to focus on value-add initiatives rather than data administration and repetitive manual data entry



Thousands of internal Mondelēz International users already use the platform and 100% of new suppliers are created through the portal



Average time to onboard a supplier has reduced by around 80% with scope for further reduction



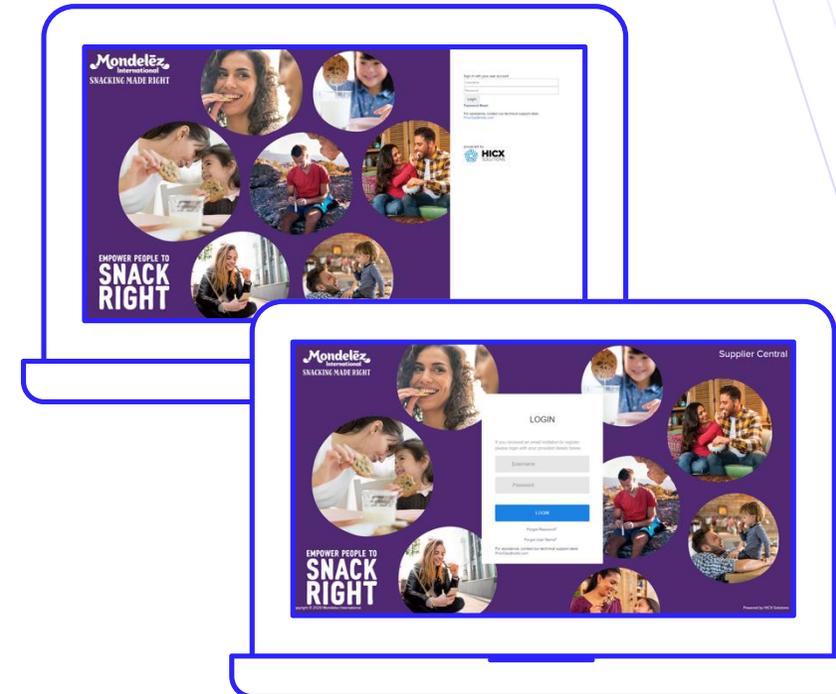
Supplier experience improved through simplification and removing complexity

Building on foundations for success



“In order to build a best-in-class experience such as Supplier Central, you have to have the right foundations that enable the deployment of best-of-breed solutions. With HICX, we now have that and we are looking forward to further differentiating ourselves across the board including in areas such as SRM, invoicing, PO and quality management, among others.”

– Stephane Sacherer, Associate Director Global Procure to Pay at Mondelēz International



About HICX

HICX helps Global 5000 companies to organize and manage their supplier data.

The HICX Supplier Experience Management platform enables businesses with thousands of suppliers to efficiently on-board and manage the end-to-end lifecycle of all suppliers, and to find, re-use and maintain supplier data and information across any spreadsheet, app or system. High quality supplier data is essential to digital transformation and the key to becoming customer of choice for all suppliers. Some of the world's largest companies, in a wide range of industries, trust HICX for the management of their supplier data; these include BAE Systems, Mondelez, Baker Hughes and EDF Energy.

Walk through HICX with us. Request a personalized session to see what HICX can offer you. www.hicx.com/demo

