

## Re-Imagining Strategic Sourcing in the Next Normal: Recovering from Crisis

Procurement and Sourcing Leaders across all industries have overcome many unique challenges brought on by the pandemic. Now, business and procurement leaders must focus on maintaining that same level of agility, creativity, and adaptability to secure a strong recovery.

On their path to the next normal, businesses have the opportunity to reimagine not only the office, but the future of work as well. Much of this year has been an experiment in working remotely and building agile operations. At one point, approximately 2.7B of the global workforce was

affected by regional shelter-in-place ordinances.<sup>1</sup> Now, as some companies consider an entirely remote model and others look to safely reopen offices, one thing is clear: the era of “business as usual” has passed.

### Top Priorities for Strategic Sourcing Leaders

Sourcing and Procurement teams will continue to play a critical role in guiding their businesses through the next normal. With its focus on agility, risk mitigation, and operational excellence, Sourcing will be instrumental in:

- Recovering with Resilience
- Leading with Empathy
- Elevating Strategic Sourcing

### Recovering With Resilience

Unexpected disruptions to businesses and their supply chains have challenged sourcing teams across the globe to respond with agility and flexibility. Teams with successful recovery strategies prioritized their organization’s resilience and ability to adapt quickly to the changing world.

By using technology to streamline processes like [vendor onboarding](#) and providing their teams with [real-time collaboration capabilities](#), leading strategic sourcing teams pivoted operations and continued supporting the business remotely—without missing a beat. Procurement teams empowered with technology will have better visibility into their pipeline and will be better able to plan strategically.

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A ‘resilient organization’ is not one that is simply able to return to where it left off before the crisis. Rather, the truly resilient organization is one that has transformed, having built the attitudes, beliefs, agility, and structures into its DNA that enable it to not just recover to where it was, but catapult forward—quickly.

[Deloitte](#)<sup>2</sup>

## Leading With Empathy

Sourcing leaders across all industries agree that empathy must be at the center of procurement strategy going forward. From empowering team members with the right tools to partnering with suppliers, it is imperative that sourcing and procurement leaders prioritize the human connection in their relationships.

One way to do so is through increased collaboration. While many may not be able to meet in a conference room, capabilities like team chats and video-conferencing have greatly enhanced productivity among remote teams. Additionally, procurement leaders are [working closely with suppliers](#) to find mutually beneficial solutions like renegotiated minimums and accelerated payment terms.

## Elevating Strategic Sourcing

While navigating uncertainty, enterprises everywhere relied heavily on their procurement teams to maintain continuity and protect the business. Sourcing and procurement leaders rose to the challenges presented by the crisis and played pivotal roles in contingency planning and plotting the course for the business' futures.

With technology supporting them, successful procurement teams across all industries found creative solutions to preserve cash, strengthen supplier relationships, and mitigate risk. When sourcing teams have complete visibility into their processes and [pipeline](#), they are better able to prioritize initiatives and plan strategically for the next normal.

**72%** of Finance leaders hope to enable more resilient and agile organizations coming out of the crisis.

[Supply Chain Dive](#)<sup>3</sup>

**69%** of employees working from home say they are as productive or more productive at home than in the office.

[McKinsey & Co.](#)<sup>4</sup>

**74%** of CFOs plan to shift at least 5% of previously on-site employees to permanently remote positions.

[Gartner](#)<sup>5</sup>

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Workday Strategic Sourcing is our one stop shop our one stop shop for sourcing. They give us an unprecedented perspective on planning and forecasting, and help us better prioritize projects for the wider business.



**Ammar Al-Fifai,**  
Founding Member of Chicago Sourcing Leaders & Senior Manager  
Global Indirect Procurement, Zebra Technologies

Workday Strategic Sourcing offers a sourcing and supplier engagement platform trusted by procurement teams. To learn how our strategic sourcing platform can help your organization streamline processes, manage a unified pipeline of projects, and collaborate with stakeholders and suppliers to achieve greater business impact, please reach out to: Sales at [workday.com/contact](https://workday.com/contact) or +1-877-967-5329.

1. Deloitte, "[Workforce Strategies for a Post Covid-19 recovery](#)"
2. Deloitte, "[The Essence of Resilient Leadership: Business Recovery from Covid-19](#)"
3. Supply Chain Dive, "[Reimagining the Office and Work Life after COVID-19](#)"

4. McKinsey, "[Reimagining the Office and Work Life after COVID-19](#)"
5. Gartner, "[Gartner CFO Survey Reveals 74% Intend to Shift Some Employees to Remote Work Permanently](#)"



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