

CASE STUDY



# Creating a balanced operating model to fuel growth at Kingfisher

Kingfisher



Procurement teams need full visibility of procurement data to be able to make more informed and faster decisions. Maximising investment, mitigating risk and compliance as well as improving negotiating positions are a result of this.

Kingfisher plc is an international home improvement company. With over 1,380 stores operating in eight countries across Europe, their portfolio of retail companies include B&Q, Castorama, Brico Dépôt, Screwfix, TradePoint and Koçtaş. Part of their People and Culture plan was to prioritise creating a balanced operating model and develop capabilities to fuel growth.

### The challenges

When Grace Boardman joined the company as their Spend Data Manager, their categorisation needed a complete overhaul, and there was a lack of visibility of spend. Kingfisher came to Rosslyn with a need for full visibility of spend data and supplier categorisation. Their key challenges were centred around:

- Disparate data
- Lack of spend visibility
- Spend categorisation



## The benefits

One of the biggest challenges the procurement team faced was the multiple data sources across Europe and the UK, giving a disparate view of spend data. The data was refreshed quarterly but in order to do this, excel files were manually downloaded and shared with the Rosslyn Project Management team for processing. This activity required a lot of resource from teams at both Kingfisher and Rosslyn.

The multiple data sources also presented the issue of a lack of spend visibility. The different teams needed a comprehensive view of spend data across the entire organization; having this information centralized and readily available was beneficial for category planning, another key objective for Kingfisher.

The user experience was incredibly important to Grace and her team, with a need for the chosen solution to be quick, easy to use and intuitive.

Once Rosslyn Extract Studio was implemented the data extraction process was seamless, with scheduled extractions running without additional resource needed.

With Rosslyn, the Kingfisher team were able to centralise their suppliers and had clear visibility of how much spend was going into capital and operational expenditure.



The benefits we saw after implementing Rosslyn Extract Studio in 2020 was an improvement in operational efficiency through automation, and by removing the manual elements of our processes we achieved data accuracy and reliability.

**Grace Boardman**  
Spend Data Manager, Kingfisher



In 2020, the team began using Rosslyn Extract Studio for the quarterly data refresh. Once this was implemented, the data extraction process was seamless and ran automatically, resulting in drastically lower resource requirement for the Kingfisher team.

