

## Case Study

# Sirva Collaborates with Zycus to Transform its Supply Chain,

Providing its customers more cost-effective choices  
in more global locations than anyone else

## Revealing Success

Sirva's path to inflation-beating savings and global leadership





## About Sirva

Sirva Worldwide, Inc. provides HR and mobility professionals with the resources, guidance, and support they need to achieve the best possible relocation for talent, and for the companies that move them. As a leading global relocation management and moving services company, Sirva brings together personalized program solutions, expansive global reach, innovative technology, and an unmatched supply chain to transform businesses of any size and empower talent moving to their next opportunity. From corporate relocation and household goods to home sale and commercial moving and storage, Sirva's portfolio of brands (including Sirva, Allied, northAmerican, Global Van Lines, Alliance, Sirva Mortgage and SMARTBOX) provide everything needed to move talent and deliver experience.

Countries Served

190+

Global Sirva &  
Agent Locations

800+

## Key Challenges in Existing Procurement Functions

- **Scattered Sourcing Systems:** Decentralized operations across worldwide offices, due to rapid organic and inorganic growth, led to fragmented procurement systems.
- **Manual Processes:** Reliance on manual tasks, compounded by diverse operations through local franchises and agents, resulted in lengthy cycle times for sourcing activities.
- **Supplier Profile Integration:** Difficulty in integrating and managing supplier information efficiently across diverse locations and business units, hindering compliance with local and global regulations and impacting service delivery.

## The Need for Digital Transformation

Sirva expanded its business rapidly through numerous mergers and acquisitions. This expansion brought significant challenges, including managing disparate systems, a worldwide presence, and customer-facing operations delivered by local franchises and agents, especially in sourcing and vetting third parties in compliance with local and global regulations while reliably and profitably delivering services to customers.

The clarity of vision from the supply chain leadership in designing and implementing a process best suited to Sirva's unique operating model, along with critical enabling technology from Zycus, provided the perfect foundation for Sirva's supply chain transformation.



## 6 Core Focus Areas of Sirva's Procurement Transformation

1

Optimize the supply chain to prevent revenue leakages

2

Govern and facilitate easy onboarding of new suppliers

3

Increase compliance and visibility across processes

4

Enhance visibility into spend data

5

Enable actionable insights for better customer delivery

6

Improve governance by providing easy-to-use solutions

### Outcomes Achieved

10%



Average Cost Savings Per Sourcing Event

1,050+



Fully Vetted and Compliant Suppliers

70%



Improvement in Sourcing & Contracting Cycle Time

38%



Diversity-owned Businesses Selected in Sourcing

82%



Questions in Sourcing Events are Auto-Scored by System

Since 2018, Sirva's Supply Chain has leveraged Zycus' supplier technology platform with a strict focus on supplier lifecycle discipline. This consistent sourcing approach enabled:

- **Standardized processes across global teams**
- **Reduced risk through rigorous vetting and compliance**
- **More competitive pricing**
- **Greater confidence in supplier performance**
- **Enhanced customer satisfaction**

## Solutions Opted from Zycus



### iAnalyze

Spend  
Analysis



### iSource

Sourcing  
Management



### iContract

Contract  
Management



### iSupplier

Supplier  
Management



### iRisk

Risk  
Management



*Zycus provided the digital foundation we needed to revolutionize our procurement processes. Their strategic sourcing suite have not only enhanced efficiency but have also empowered us to navigate complex global landscapes with ease, ensuring we remain agile and profitable in our global operations while promoting sustainable procurement.*

*Leveraging our total buying power, the AI powered tools and e-auctions in our technology platform, we have reduced our client's costs by over six million dollars in the past two years alone.*



### Mark Cooledge

Director Global  
Supply Chain at  
**SIRVA**

**Collaborating closely with Sirva's supply chain team,** Zycus implemented the Spend Analysis & Strategic Sourcing Suite, enhancing Sirva's:

- 1 Capability to manage service delivery to customers globally
- 2 Compliance with centrally governed suppliers and processes
- 3 Consistency in the quality of services delivered
- 4 Establishment of regional and global strategic alliances
- 5 Commitment to sustainable procurement practices
- 6 Drive towards profitable service delivery





## Sourcing By the Numbers

Since 2018 Sirva's Supply Chain has leveraged Zycus' superior supplier technology platform and focusses on adhering to strict supplier lifecycle to continually source at an industry-leading pace.

Sirva's supply chain provides its customers with more choice in more locations than any other company, all managed with rigor, proactivity, and controls to support its customers' program needs.

**182**

RFXs

**259**

Services/Markets

**10%**

Average Cost Savings

**2,042**

Suppliers Invited

**1,050**

Fully Vetted & Compliant Suppliers

<b>INFLATION</b> Average change to Consumer Price Index 2021-2023	<b>VS.</b>	<b>SOURCING</b> Change in total cost as a result of 2023 destination services sourcing events
+4.7%	Canada	+0%
+6.0%	Germany	+6%
+6.6%	Mexico	-14%
+2.8%	Saudi Arabia	-20%
+1.9%	Switzerland	-22%
+6.2%	United Kingdom	-8%
+5.7%	United States	-5%

Zycus, recognized by Gartner and Forrester as a leader in procurement technology, empowers teams to unlock deep value through its comprehensive Source-to-Pay (S2P) solutions. At the heart of our S2P solution is the Merlin Agentic Platform, which orchestrates intelligent AI agents to deliver simplified, efficient, and compliant processes.

The Merlin Intake Agent offers business users unparalleled ease of use, increasing adoption rates and significantly reducing non-compliant spending.

For procurement teams, Merlin Autonomous Negotiation Agent handles tail spend autonomously, securing additional savings, Merlin Contract Agent helps draft compliant contracts and reduces risks by actively monitoring them, and the Merlin AP Agent further enhances efficiency by automating invoice processing with exceptional speed and accuracy.

With the flexibility and autonomy of Merlin AI agents, teams can seamlessly guide workflows or delegate routine tasks for autonomous execution. Uncover the full depth of value and achieve procurement excellence with Zycus' AI-powered S2P solutions.

