ProcureAbility
a Jabil company



Building a Procurement Powerhouse from the Ground Up

How ProcureAbility Served as the Procurement Function for a Leading Healthcare Provider, Delivering Governance, Scale, and Value

CLIENT

Leading U.S. mobile and home-based healthcare services provider

SECTOR

Healthcare Services

SOLUTION

Procurement Managed Services and Operating Model Transformation

Executive Summary

A leading provider of home-based and mobile healthcare services was managing over $100M in indirect spend without a dedicated procurement function. Purchasing activities were dispersed across business teams, resulting in limited visibility, inconsistent supplier management, and growing operational complexity as the organization expanded.

ProcureAbility partnered with the organization to establish and operate as its procurement function, providing the people, processes, technology, governance, and execution capabilities required to manage sourcing, suppliers, contracts, and purchasing activities at scale.

By serving as an extension of the client's organization, ProcureAbility transformed procurement from a decentralized activity into a structured business function, bringing $117 million of spend under management, delivering 320% ROI, and executing more than 600 sourcing initiatives while improving operational control and scalability.



Client Overview

The client is a leading provider of home-based and mobile healthcare services, delivering medical assessments and personalized care directly to patients outside traditional clinical settings.

As the organization expanded rapidly across regions and service lines, it required a dedicated procurement capability to support business growth, supplier management, and operational scalability.

Business Challenges

Rapid growth increased demand for sourcing, supplier management, and purchasing support across the organization. However, procurement activities were managed independently by business stakeholders, with no dedicated function responsible for governance, supplier oversight, or sourcing execution.

This resulted in reduced visibility, inconsistent processes, and limited control over supplier relationships and procurement operations.

Key challenges included:

- **Lack of a Centralized Procurement Function:** Procurement activities were distributed across departments without dedicated resources, ownership, or governance.
- **Inconsistent Supplier and Contract Management:** Supplier onboarding, contracting, and performance oversight varied across teams, increasing operational risk and limiting visibility.
- **Limited Spend Visibility and Control:** The organization lacked a centralized view of spend, suppliers, and sourcing activities.
- **Growing Operational Demand:** Business stakeholders required increasing procurement support as the organization expanded, creating capacity constraints and execution challenges.

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ProcureAbility Solution

ProcureAbility served as an extension of the client's organization, establishing and operating a centralized procurement function with the people, processes, technology, and governance needed to drive scalability, control, and value creation.

- **Procurement Function as a Service:** Deployed a dedicated procurement team operating as an extension of the client's organization, supporting sourcing, supplier management, contract administration, and day-to-day procurement operations.
- **Governance and Operating Model Transformation:** Designed and implemented procurement policies, intake processes, and approval workflows to create consistency, compliance, and accountability across procurement activities.
- **Strategic Sourcing and Value Creation:** Conducted spend analysis and category opportunity assessments to build a continuous sourcing pipeline, drive supplier consolidation, accelerate adoption of emerging technologies, and deliver measurable cost savings.
- **Digital and AI-Enabled Procurement:** Implemented a Procurement AI-powered intake chatbot and leveraged digital and AI-enabled analytics to streamline stakeholder engagement, prioritize sourcing initiatives, and support smarter procurement decisions.
- **Supplier, Contract, and Procurement Technology Enablement:** Established supplier lifecycle and contract management processes, including supplier onboarding, master data governance, compliance monitoring, and SRM capabilities. Implemented Agiloft CLM platform and standardized workflows to improve visibility, accountability, contract governance, and operational efficiency.

Results Achieved

The procurement function established by ProcureAbility delivered measurable business impact and enabled the organization to scale procurement operations without building a large internal team:

$117M	320%	630+	99%	5 days	850+
Brought $117M in spend under active procurement management	Delivered 320% ROI through sourcing, supplier management, and procurement governance	Executed 630+ sourcing and procurement initiatives across the organization	Achieved 99% processing accuracy through standardized procurement operations	Reduced procurement cycle times by 5 days	Centralized management of 850+ supplier contracts with improved visibility and compliance

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Value Delivered

Through ProcureAbility's Managed Services model, the organization gained a fully operational procurement function without the cost and complexity of building one internally.

Key outcomes included:

- **Established procurement as a dedicated business function** with clear governance and accountability
- **Improved supplier oversight, contract compliance, and spend visibility** across the organization
- **Increased sourcing capacity and procurement responsiveness** without expanding internal headcount
- **Implemented a rule-based, single-entry intake framework** for procurement requests, purchases, and stakeholder inquiries, improving demand management and user experience
- **Enabled scalable growth through a flexible operating model** aligned to business demand
- **Delivered measurable financial and operational value** while institutionalizing procurement capabilities

Learn More

Discover how ProcureAbility's Managed Services help procurement teams improve efficiency, strengthen supplier management, and deliver measurable ROI through scalable, structured procurement transformation.

About ProcureAbility

ProcureAbility, a Jabil company, is the leading provider of procurement and supply chain services, offering advisory, managed services, digital, and staffing and recruiting solutions. For 30 years, we have focused exclusively on helping clients elevate their procurement and supply chain functions.

We combine leading methodologies, analytics, market intelligence, and industry benchmarks with our uniquely flexible and customizable service delivery model. Global organizations of all sizes trust ProcureAbility to transform their procurement operations, drive growth, and reimagine what's possible.

Let ProcureAbility help you reimagine your procurement and supply chain capabilities.

For more information, visit us at: www.ProcureAbility.com.

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