

Vision for the Future of Procurement

Global enterprises collectively spend over \$16 trillion on services annually, with the typical Global 2000 company averaging more than \$4 billion. These are enormous sums, but less than half is currently sourced through inclusive, competitive practices, representing a lost opportunity for companies to advance their Environmental, Social, and Governance (ESG) strategy.

Aquanima, a Santander Group company, is leading the charge in agility and competitive advantage. As a global player in procurement, it is delivering digital transformation to Santander and over a hundred global enterprise clients. For more than two decades, Aquanima has established itself as a strategic procurement partner by providing holistic and strategic solutions, based on its expertise and cross-category knowledge and powered by cutting-edge technologies to add value while reducing costs and maximizing efficiencies. Aquanima's strong corporate culture and committed employees enable it to practice responsible procurement, insisting that everything it does is aligned with its strong values and commitments.

To achieve this substantial goal, Aquanima has partnered with Globality, which shares their vision for corporate responsibility. Globality's customer-centric implementation approach enabled Aquanima and its clients to rapidly adopt self-procurement. Globality's dedicated team created tailored change management strategies to meet the unique need of every business, including robust launch plans, go-live training sessions, curated user adoption communications, on-demand user learning content, and more.

"Innovations like Globality are what help us make digitalization and simplification a reality. Globality is a competitive advantage for Aquanima, helping us to continually evolve and boost our capabilities for the future. A future in which self-procurement is here to stay."

—Jorge De la Vega, Global Head of Aquanima

Aquanima Quick Facts

- Strategic **procurement partner**
- Global presence in **14 countries**
- **120+** enterprise clients
- **More than 10 billion** in spend managed in 2021

Fueling Client Growth with Best-in-Class Technology

Driven by rapidly shifting business realities and macro disruptions such as pandemics and trade wars, progressive procurement leaders are increasingly adopting a digital-only approach to preserve competitive advantage.¹ Technologies such as artificial intelligence empower market leaders with the agility to react successfully to the unknown by adopting best-of-breed procurement processes.

Aquanima has long embraced digital transformation to drive the continued growth of clients while also making a measurable impact in traditionally underrepresented communities and emphasizing environmental sustainability. By adopting Globality's innovative intelligent automation and robust marketplace model, Aquanima has enabled the procurement of B2B services to deliver significant benefits to clients. Aquanima is empowering clients to improve demand management, increase sourcing competition, make more effective decisions, realize significant time and cost efficiencies, and foster greater collaboration between business stakeholders, procurement, and suppliers.

Enabling AI-Guided, Self-Serve Sourcing for Clients

Using Globality's Platform, Aquanima's cross-functional client buyers and business users do their own sourcing, giving them the autonomy they want while also guiding them with an intuitive user experience. This will be further enhanced through the upcoming addition of Spanish and Portuguese language localization. According to Jorge De la Vega, Global Head of Aquanima, "the collaboration with Globality and the commitment to a model that facilitates self-procurement and self-sourcing brings increased agility and efficiency" by drastically shortening the time required from scoping requirements to awarding the work.

1. Epstein, Elouise. Trade Wars, Pandemics, and Chaos: How Digital Procurement Enables Business Success in a Disordered World. Kearney, 2021.

"After 25 years in procurement, I am thankful for having the chance to witness how Globality is prompting unprecedented times for the sourcing community, but above all, I am thrilled to be part of the digital transformation we are driving at Aquanima. With no doubt, procurement at Santander will no longer be performed in the way we used to."

—Alejandro Schipani, Head of Global Delivery at Aquanima

Digital Procurement Agility in Action

For self-guided sourcing to deliver standout business results and an exceptional user experience, it has to be intuitive from start to finish. “Glo,” Globality’s proprietary AI Smart Sourcing partner, walks users through multiple steps, including scope definition, supplier discovery, proposal evaluation, and award. Workflows remain intact throughout, providing users with a frictionless buying experience.

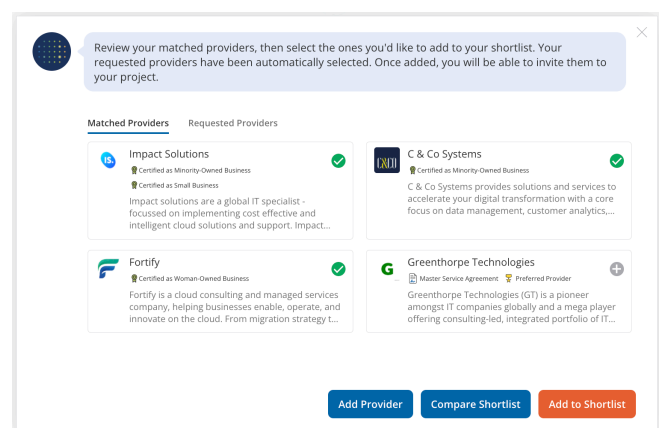
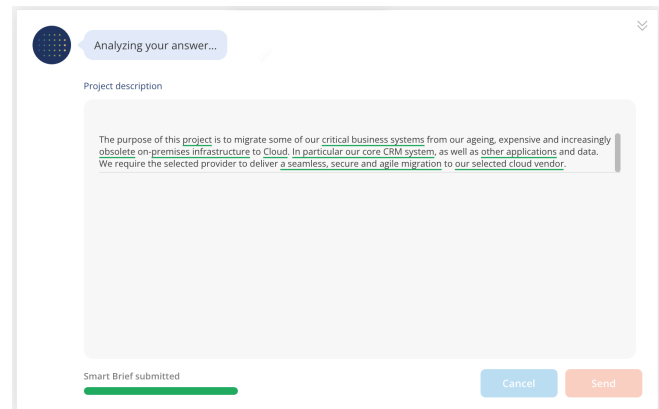
Scope Requirements Precisely and Efficiently

Clients submit a project description in their own words, and Glo uses natural language processing to extract complex intent and precisely define requirements. Procurement and business stakeholders easily collaborate within the Platform to answer key questions as a means of scoping a project.

Glo’s AI-powered category expertise ensures key cost levers are built into the demand, generating cost savings and preventing overbuying.

Instantly Connect to Preferred Suppliers and New, Diverse Options

Clients promote competitive sourcing and achieve ESG goals by being matched with existing suppliers and highly vetted, diversity-certified options from an invite-only network of qualified suppliers.



“I believe that this tool will significantly change the way we buy. It will allow us to scale the volume of purchases, ensure a homogenization of our processes, and make the Group’s information and experience available to everyone.”

—Head of Sourcing at Santander Global Technology & Operations

Rapidly Evaluate Proposals without Bias

Globality's AI engine extracts important proposal details and elements to enable like-for-like comparative analysis. Client procurement and business stakeholders then assess proposals based on various criteria, such as supplier experience, expertise, innovation, value for money, and even custom criteria.

Provider	Project timeline	Project fees
Vader Technologies London, United Kingdom	<ul style="list-style-type: none"> Project starts: 20 Sep 2022 Migration Planning: 30 Oct 2022 Migration phase 1: 20 Jan 2023 Migration phase 2: 20 Feb 2023 Post-migration Support: 20 Mar 2023 End of project: 20 Mar 2023 	<ul style="list-style-type: none"> Payment terms: Net 30 Total estimated fee: USD 8,815,000 Provider fee: USD 8,200,000 Fixed fees: USD 8,200,000 Milestone and deliverable fee: — Expenses: USD 615,000 Taxes: —
Impact Solutions New York, United States	<ul style="list-style-type: none"> Project starts: 01 Jul 2022 Migration kick off (Prepare): 15 Oct 2022 Migration execution (Exec...): 03 Jan 2023 Migration Cutover (Execu...): 01 Feb 2023 Post-cutover support (G...): 15 Mar 2023 End of project: 15 Mar 2023 	<ul style="list-style-type: none"> Payment terms: Net 30 Total estimated fee: USD 4,867,500 Provider fee: USD 4,425,000 Fixed fees: — Milestone and deliverable fee: USD 4,425,000 Expenses: USD 442,500 Taxes: —
Fortify London, United Kingdom	<ul style="list-style-type: none"> Project starts: 03 Sep 2022 Migration roadmap devel...: 25 Oct 2022 Migration: 15 Feb 2023 Extended support and h...: 15 Mar 2023 End of project: 15 Mar 2023 	<ul style="list-style-type: none"> Payment terms: Net 45 Total estimated fee: USD 7,050,000 Provider fee: USD 6,500,000 Fixed fees: USD 6,500,000 Milestone and deliverable fee: — Expenses: USD 550,000 Taxes: —

Clients easily negotiate terms with suppliers and request revisions within the Platform. All revisions are tracked, ensuring compliance and mitigating risk.

Confidently Award Projects to the Right Supplier Every Time

Clients award each project to the best proposal based upon their unique requirements. Project data are seamlessly integrated into the client's existing procurement workflow and enterprise systems. Users share post-project feedback to help Glo learn and inform future projects.

Congratulations! You have successfully awarded this project to Impact Solutions.

- Risk management**
 - I understand the need to complete required risk activities
- Business and function process**
 - I confirm that all approvals have been obtained and risk activities completed specific to my business or function
- Cost center**
 - 3275 - Cloud Services
- Risk management confirmation**
 - I confirm that all risk activities have been completed

[Done](#)

“The platform allows us to select the best providers for the different negotiations. It also helps us to analyze them in a timely manner. All the proposals received were a huge success.”

—Nuno Balsa, Strategic Sourcing and Procurement Senior Manager at Aquanima USA

Aquanima's Procurement Innovations Lead to Significant Client Results

Globality enables Aquanima's procurement team to focus on its strategic vision of delivering utmost value to its stakeholders. By introducing Globality, Aquanima's procurement team can focus on higher-value activities that support clients' company goals and add value to their procurement function.

Aquanima's clients realized significant results with Globality within the first 90 days. In particular, Santander realized substantial efficiencies by scoping projects in days instead of weeks and awarding work in less than a month, drastically increasing speed to market. Santander also saw significant average cost savings across projects and have an average of 7 suppliers matched to each sourcing need.

"These preliminary results are showing us that the partnership with Globality has been the right decision. Globality is demonstrating that it has the capabilities to enable the business to source autonomously by offering agility and a very good user experience, while procurement is assured of competitive processes and compliance. This is the real transformation of procurement at Santander Group."

—Alejandro Schipani, Head of Global Delivery at Aquanima

Results Highlights

- **Rapid adoption with strong utilization** across global projects
- Faster time to market by **increasing efficiency**
- **15% average cost savings**
- **7 suppliers matched** per project

AI-Powered Procurement at Scale

Glo learns and gets smarter with every project and interaction. Thousands of sourcing events have helped Globality's AI engine learn to drive the best outcomes. "AI-enabled strategic sourcing is a powerful solution that will enable Aquanima's people to focus on what they do best—helping their business partners at Santander and the other customers they work with—to drive maximum value out of the procurement process," said Diego Barilla, Chief Platform Officer at Globality. Aquanima now aims to further leverage the scale of AI-powered procurement to help clients negotiate better with price prediction, analyze proposals and alert procurement when inconsistencies are detected, and support better decision-making based on benchmarking data.

"Globality is a competitive advantage for Aquanima, helping us to continuously evolve and boost our capabilities for the future: a future in which self-procurement is here to stay. In short, together with Globality, we are creating a new way of purchasing and working."

—Jorge De la Vega, Global Head of Aquanima



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