



INSIGHTS SUMMIT
AI EDITION

2026 Insights Summit: AI Edition

January 28-29, 2026



SpendHQ



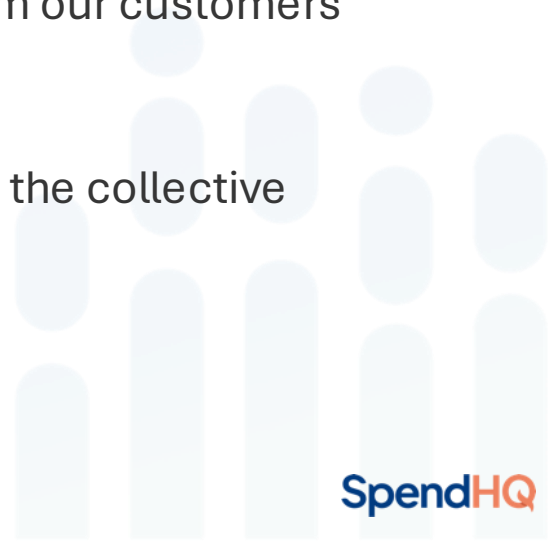
Welcome

Scott Macfee, Chief Executive Officer, SpendHQ



3 Reasons I'm Excited For Today

- » **1000+ collective years** of procurement expertise in the room
- » **Learning and hearing** from our customers
- » **Unlocking innovation** via the collective wisdom of our customers



Agenda

9:00 Welcome

- Scott Macfee, SpendHQ

9:20 Almpact: From Insight to Influence — SpendHQ's AI-Powered 2026 Roadmap

- Pierre Laprée, SpendHQ

9:40 Introducing the State of Corporate Spend: Benchmarking the Future of Procurement

- Mitch Couper, SpendHQ

10:10 Table and Large Group Discussions

- Ken Male, Data and Benchmarking Expert

10:40 Networking Break

10:50 Preparing for Agentic AI: Laying the Groundwork for Success

- Blessen Kurian, Thermo Fisher Scientific, Blake Roberson, SiriusXM, and Jason Treida, SpendHQ

11:20 Navigating Uncertainty: Building Strategic Resilience in 2026

- Michael Wang, Link Logistics and Derek Buckley, SpendHQ

11:40 Validated Savings, Trusted Strategy: The Procurement-Finance Partnership

- Jerome Arfeli, Waymo, Mathieu Bradier, Salesforce, and Shannon Wegner, SpendHQ

12:00 Lunch / Networking / Tech Expo

1:00 Driving Competitive Advantage: How Procurement Leaders Can Thrive in an AI-Driven Era

- Elizabeth Zucker, The Hackett Group

1:30 Unlocking Strategic Speed: How Agentic AI Transforms Procurement

- Tom Walsh and Mireia Brancos, Sligo AI

1:50 AI in Action: Real-World Procurement Use Cases at Compass

- Tony Brita, Compass and Dean Thoms, SpendHQ

2:20 Networking Break

2:35 We Know Where the Savings Are: But Are They Fully Realized?

- Matt Stewart and Sheena Smith, RiseNow

2:55 Table and Large Group Discussions

- Madeline O'Phelan, SpendHQ

3:30 Closing Remarks

- Scott Macfee, SpendHQ

4:00 Happy Hour

- Keep the conversation going! Join us in the lobby for drinks and networking.

Housekeeping

Before we get started



Tech Expo

Discover and dive deep into our latest product innovations!

During each break and throughout the day.



Questions

Visit the registration desk if you have any questions or concerns.



Resources

Will be sending out slide decks and other resources shared today after the event.



Day 2 Agenda

Program starts at 9AM – hands-on workshops on Spend Intelligence, Performance Management, AI, and more!

You, Our Customers, Have Shaped Our Business

Vision

SpendHQ becomes the first tool Procurement Practitioners open to start their day.



Mission

Our mission is to facilitate insight identification, execution, and collaboration to establish and maximize Procurement's position as a strategic value contributor to the enterprise.



**Indispensable To
Our Customers**



**Best In The World
At What We Do**



**Employer Of
Choice**



**Successful
Growth Company**

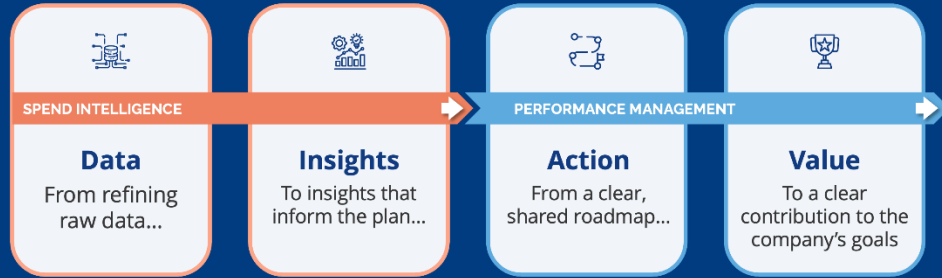
A Decade + of Innovation Leading to an Award-Winning Platform

2011



2026

The SpendHQ Strategic Platform



A row of award logos including: SILVER | Top 15% Sustainability Rating JAN 2025 (Ecovadis); Enterprise High Performer Americas WINTER 2025; Best Results ENTERPRISE (FALL 2025); Best Est. ROI ENTERPRISE (FALL 2025); Best Est. ROI ENTERPRISE (FALL 2025); Fastest Implementation ENTERPRISE (FALL 2025); Fastest Implementation ENTERPRISE (FALL 2025); and Most Implementable ENTERPRISE (FALL 2025).

With an Amazing and Growing Customer Base!

2011
First Customers

2026

500+ Global Customers

20,000+ Unique Users

35+ Countries



And the Best Team in the Industry!



130+
Team Members Worldwide

70%
of Client Team with
Procurement Experience

35%
Product and Development

^90%
Retention Rate



Helping Our Customers Accelerate Outcomes More Than Ever In 2025

\$1.5 Trillion

Spend Analyzed

297,710

Procurement Projects
Managed

^1,300

Refreshes

98

Customers Expansions

\$19.96 Billion

Savings Generated

23%

User Growth

60

Successful
Implementations

^92%

New Implementation
Satisfaction Rate

Bringing Focus to 2026



Radically Simple, Focused on You

At our core, we're a data company.



Confident Experts, Curious Partners

Layering clean, organized data and insights to drive your entire procurement strategy.

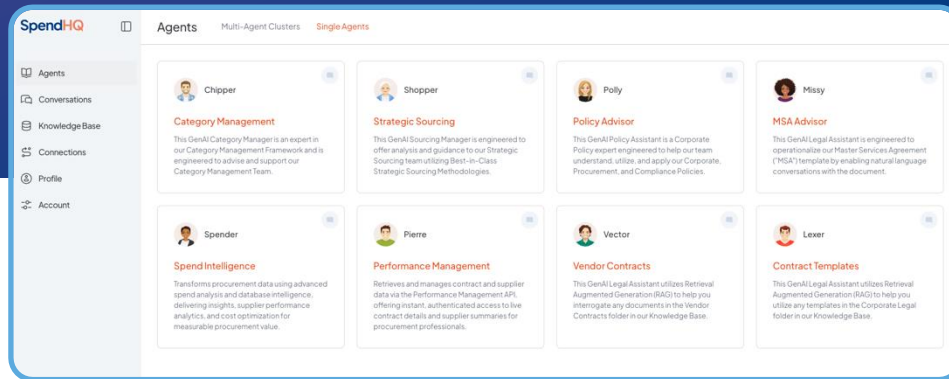


Always in Service of Your Success

Layering on cutting-edge technology so YOU can do more, faster, better.

SpendHQ sligo.ai

The Most Intelligent Way to Build Your Agentic Procurement Workforce



Empowering Procurement Teams to Accelerate From Data to Value With Human-centered AI Agents

Data-Ready by Default

Start with clean, centralized spend intelligence — the foundation every AI program needs.

Procurement-Specific Agents

Pre-built agents with guardrails for sourcing, supplier risk, contract review, and performance tracking.

Human-Centered AI

Agents act as teammates, not replacements, automating repetitive tasks so your team can focus on strategy.

Secure Enterprise Deployment

Choose deployment within SpendHQ or inside your firewall — ensuring compliance and control.

Future-Ready Integrations

Extend agent actions beyond SpendHQ to tools like Coupa, SAP, and internal data systems.

Introducing SpendHQ Impact Awards

Honoring the
innovators shaping
procurement!

» Pathfinder

Recognizing teams at the start of their digital transformation journey who are laying the foundation for smarter, more strategic procurement.

» Innovator

Celebrates those who don't just use data — they operationalize it to drive smarter decisions and new ways of working.

» Value Leader

These teams turn insight into outcomes, consistently translating strategy into savings, efficiency, and enterprise value.

» AI Trailblazer

Recognizes bold adopters using AI to cut through complexity and elevate procurement's strategic influence.

» Spend Intelligence Accelerator

Organizations that rapidly unlocked advanced spend visibility and analytics to fuel smarter strategy.

» Performance Management Leader

Turning insights into execution through disciplined performance management.

» Change Management Pro

Because transformation isn't just about tools — it's about people, momentum, and lasting impact.

» Cross-Functional Champion

These organizations don't treat procurement transformation as a standalone initiative — they collaborate with IT, finance, and other key areas of the organization to move the enterprise forward.

» Milestone Award

Celebrating not just tenure as a SpendHQ customer, but true partnership that drives procurement forward.

Next Up



Mitch Couper

*VP, Data and Analytics,
SpendHQ*



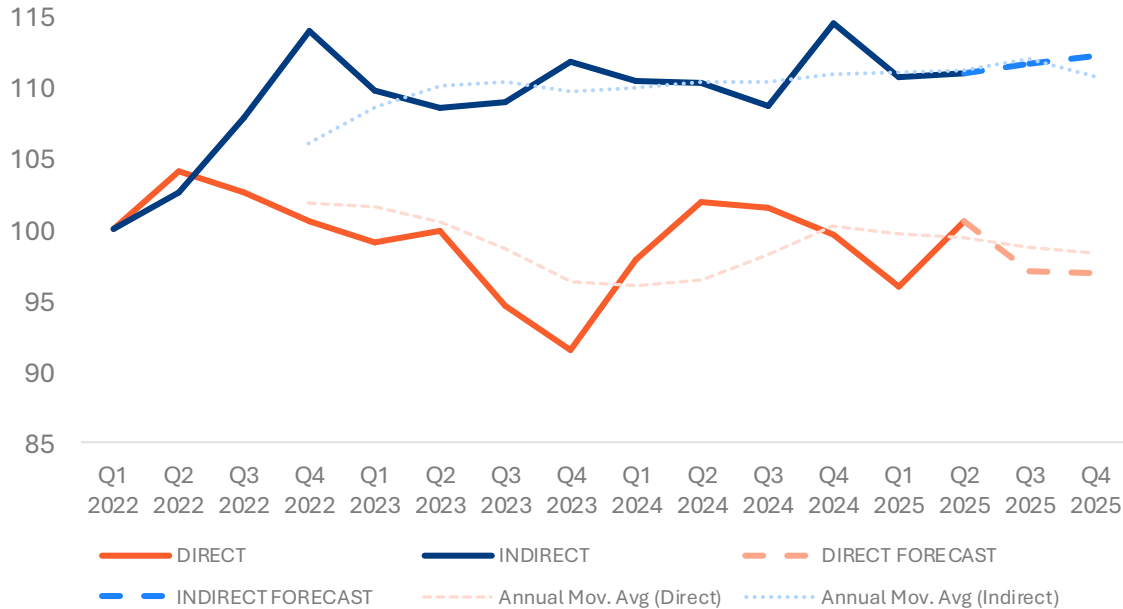
Introducing the State of Corporate Spend: Benchmarking the Future of Procurement

Mitch Couper, VP of Data and Analytics, SpendHQ

Background & Disclaimers

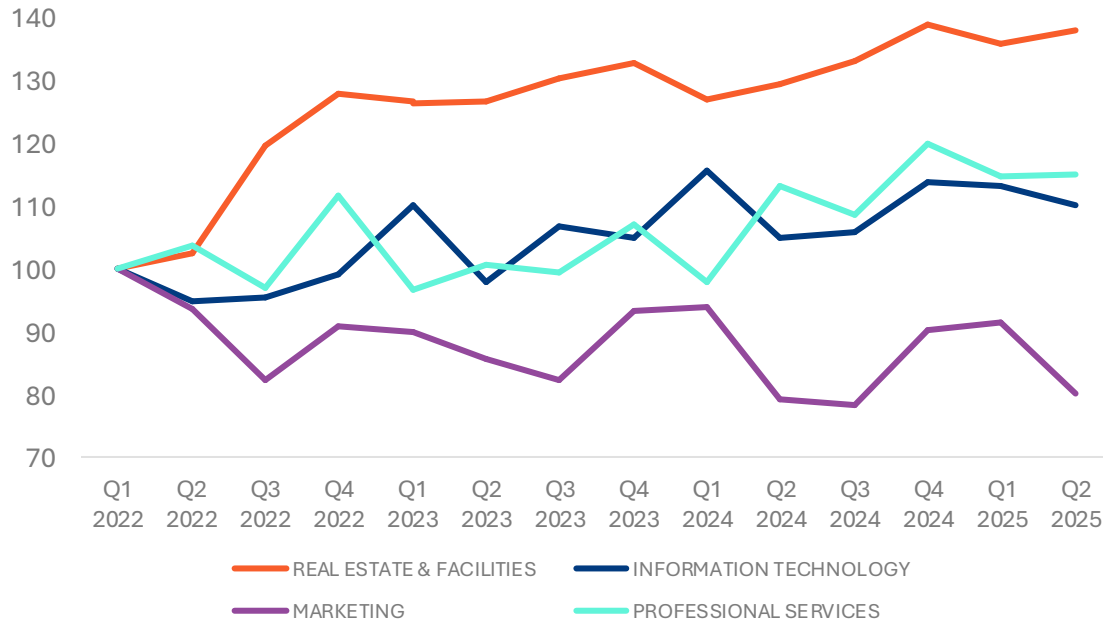
- SpendHQ analyzed 2022 – 1H 2025 spend data across 72 customers making up 20+ industries.
- We aim to round out this report with 2H 2025 spend in the coming month or so as customers close out their books.
- All benchmarking and market insights provided by SpendHQ are based on aggregated, anonymized customer data and are only used where explicit customer consent has been granted.
- Benchmarks and forecasts are intended to provide directional market context. Results may vary based on factors such as industry, company size, geography, and spend profile.
- This is just the start. SpendHQ aims to continue enriching the data behind these reports to provide you deeper insights and clarity.

Direct & Indirect Spend & Indices 2022 – 1H of 2025



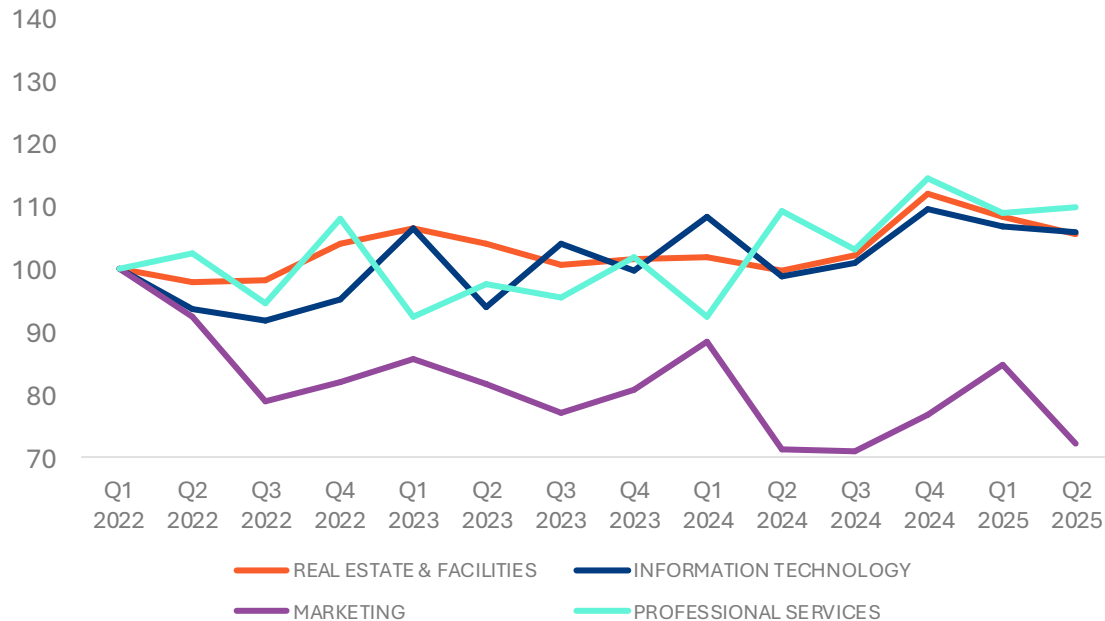
Post-2022 inflationary pressure drove a sharp rise in indirect spend that has remained elevated, while direct spend appears to have been more actively managed, resulting in a comparatively flatter trend.

Indirect Category Spend Drivers 2022 – 1H of 2025



Categories tied to physical assets and labor such as Real Estate & Facilities, Professional Services, and IT show sustained index increases and limited reversion to pre-2022 levels.

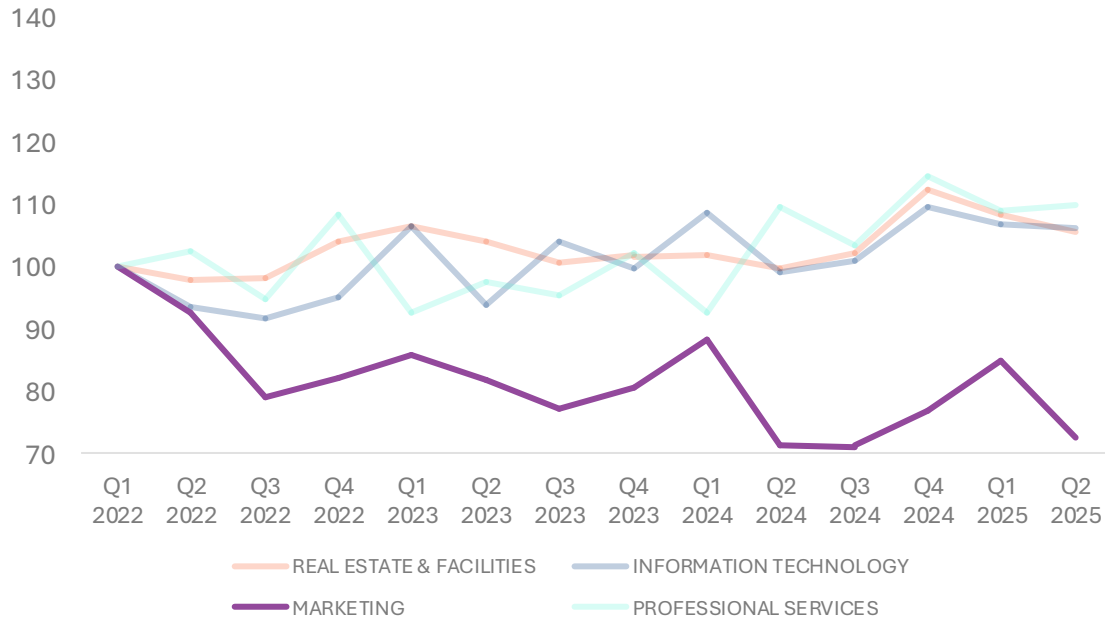
Indirect Category Spend Drivers (excl Retail) 2022 – 1H of 2025



Excluding data from Retailers moderates the Real Estate & Facilities index, bringing it more in line with other indirect categories and reducing sector-specific volatility.

By contrast, Marketing shows a declining index, consistent with budget tightening and reduced discretionary campaign spend.

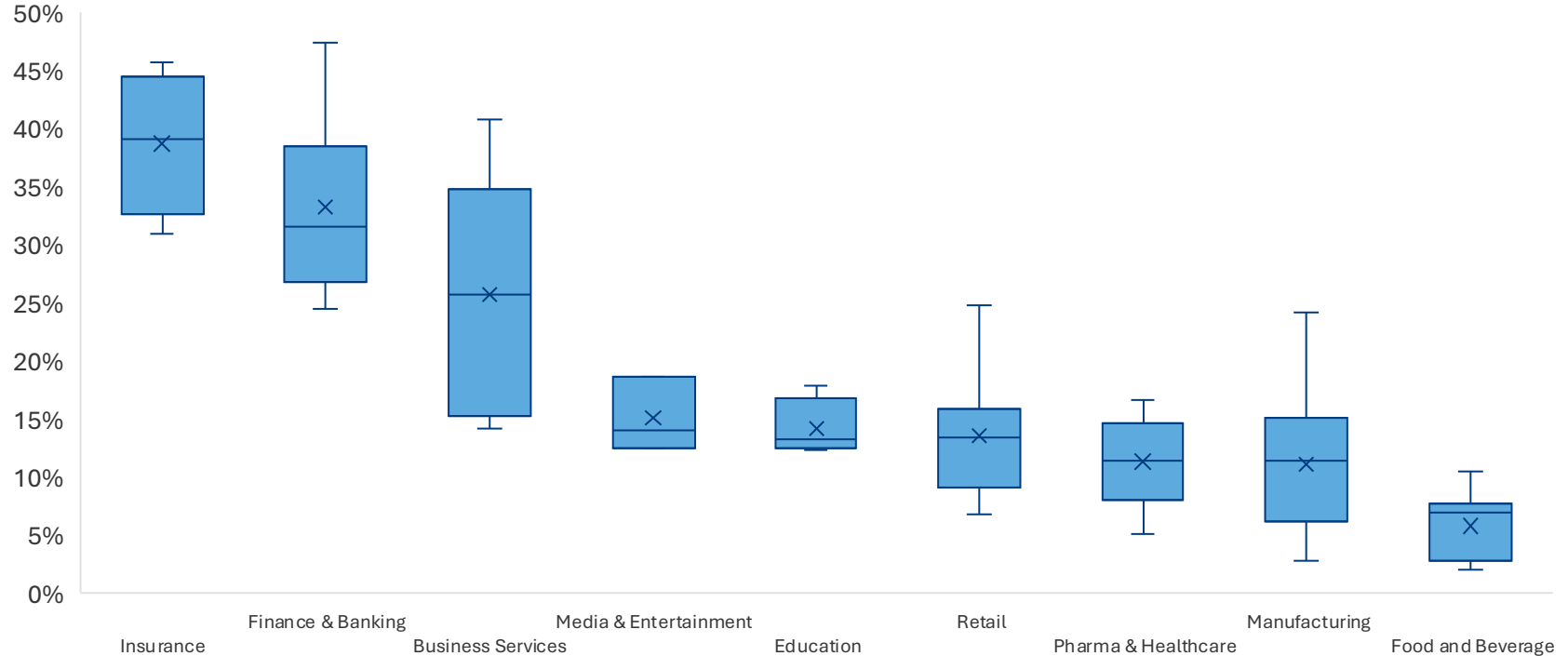
Indirect Category Spend Drivers (excl Retail) 2022 – 1H of 2025



Excluding data from Retailers moderates the Real Estate & Facilities index, bringing it more in line with other indirect categories and reducing sector-specific volatility.

By contrast, Marketing shows a declining index, consistent with budget tightening and reduced discretionary campaign spend.

IT as a % of Indirect Spend by Sector (2024)



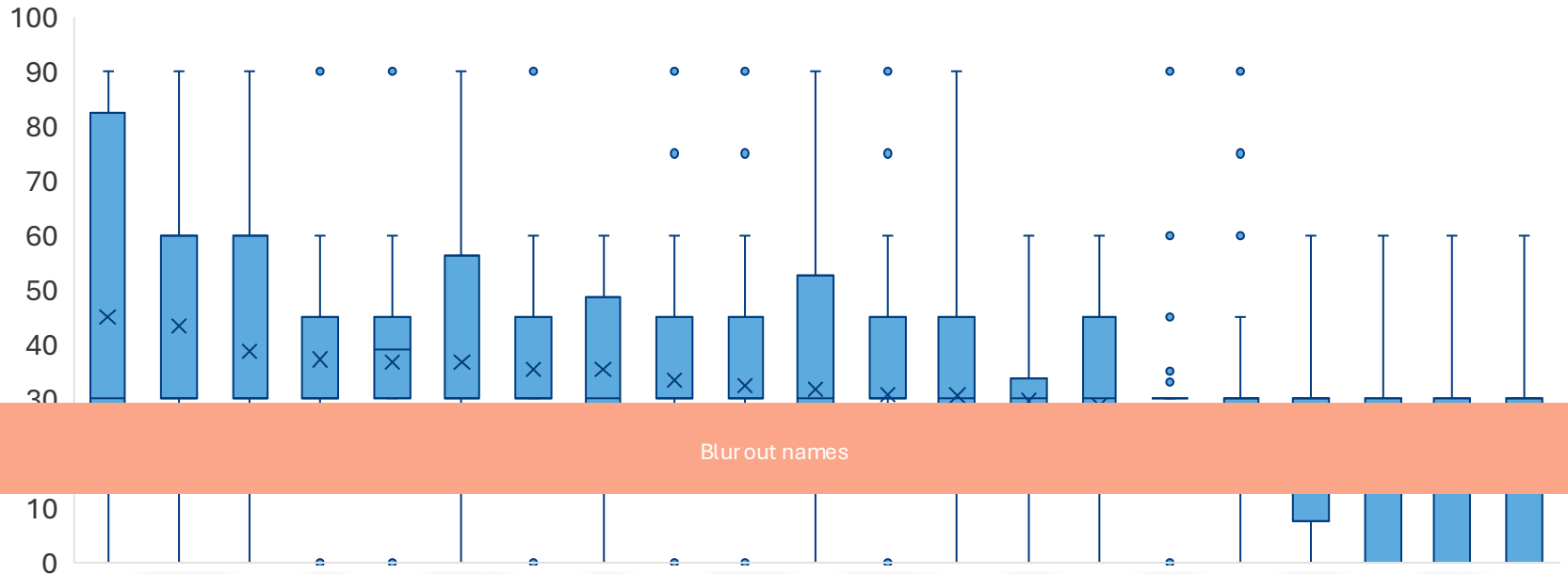
Notable IT Vendor Market Share Trends

Total Spend across same customer base (\$M)

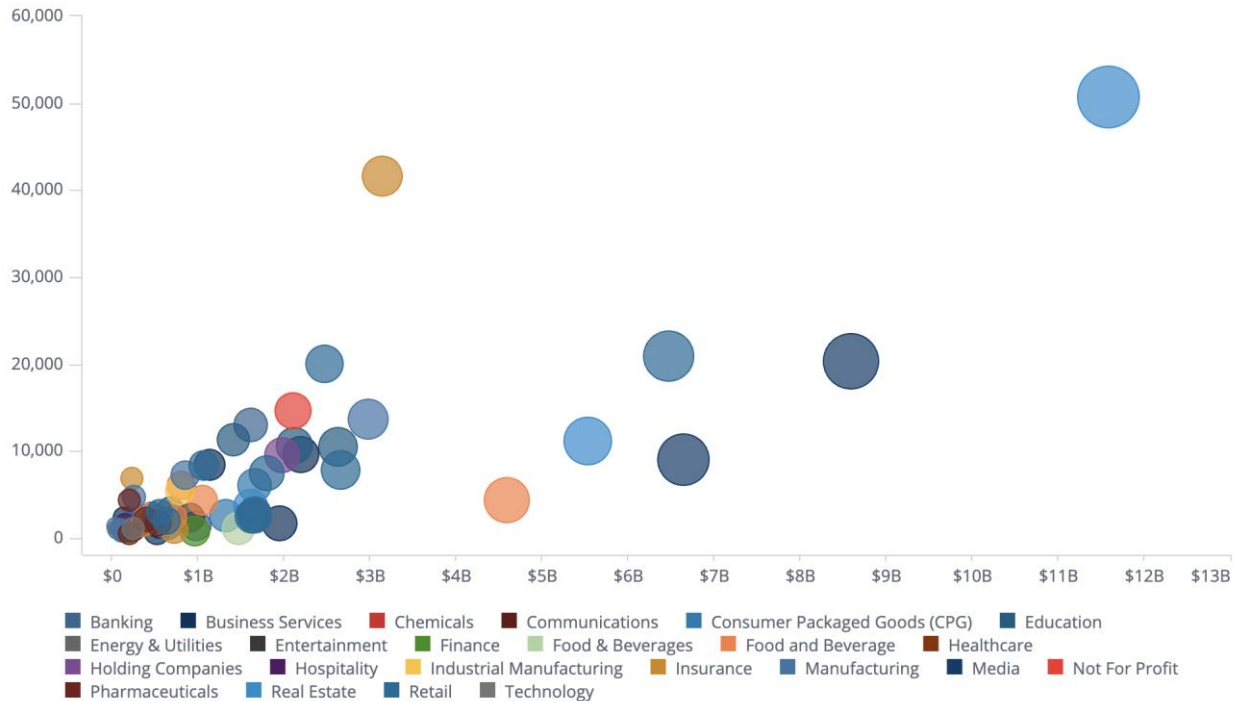
Vendor	2022 \$M	2023 \$M	2024 \$M	2025 \$M Projected
HYPERSCALERS				
	\$492	\$573	\$663	\$739
	\$308	\$448	\$490	\$594
	\$116	\$195	\$167	\$205
ENTERPRISE SOFTWARE				
	\$251	\$242	\$258	\$278
	\$182	\$215	\$202	\$246
	\$90	\$109	\$106	\$169
INFRASTRUCTURE / HARDWARE				
	\$150	\$127	\$145	\$166
	\$243	\$294	\$260	\$159
	\$12	\$8	\$8	\$11
	\$35	\$23	\$22	\$20
SERVICES				
	\$218	\$227	\$221	\$201
	\$166	\$177	\$168	\$140
	\$8	\$8	\$8	\$8
AI / EMERGING				
	\$0	\$0.5	\$3.8	\$11.6
	\$0	\$0.7	\$2.8	\$8.0
	\$0	\$0.0	\$0.1	\$2.8

Days to Pay Distribution by Top IT Vendors

Am I below average? What are the most advantageous terms I could be negotiating



Total Annual Spend per Number of Suppliers by Industry





Trivia

January 28-29, 2026

Who is the most commonly used vendor across the SpendHQ Database (not including SpendHQ)?

Which vendor has the most number of name variations across the SpendHQ Database?

What are the longest payment terms found in the SpendHQ database?

LinkedIn

**96% of SpendHQ Clients
have some spend with
LinkedIn**

**Which vendor has the
most number of name
variations across the
SpendHQ Database?**

**What are the longest
payment terms found in
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LinkedIn

**96% of SpendHQ Clients
have some spend with
LinkedIn**

AMAZON

400k+ Name Variations

**What are the longest
payment terms found in
the SpendHQ database?**

LinkedIn

**96% of SpendHQ Clients
have some spend with
LinkedIn**

AMAZON

400k+ Name Variations

360 DAYS



Let's Discuss

Moderator: Ken Male, Data & Analytics Expert



INSIGHTS SUMMIT
AI EDITION

Networking Break

Preparing for Agentic AI: Laying the Groundwork for Success



Blessen Kurian

*Procurement Director, Digital
& Data Science, Thermo
Fisher Scientific*



Blake Roberson

*Head of Sourcing Excellence,
SiriusXM*



Jason Treida

*Chief Customer Officer,
SpendHQ*

Navigating Uncertainty: Building Strategic Resilience in 2026



Michael Wang

*Vice President of Procurement,
Link Logistics*

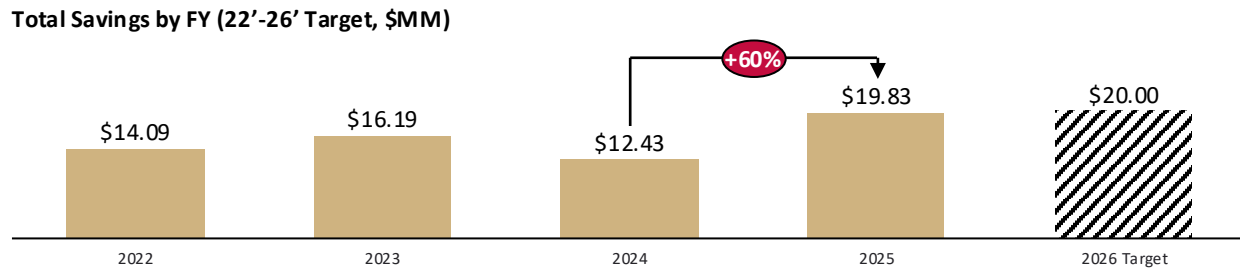
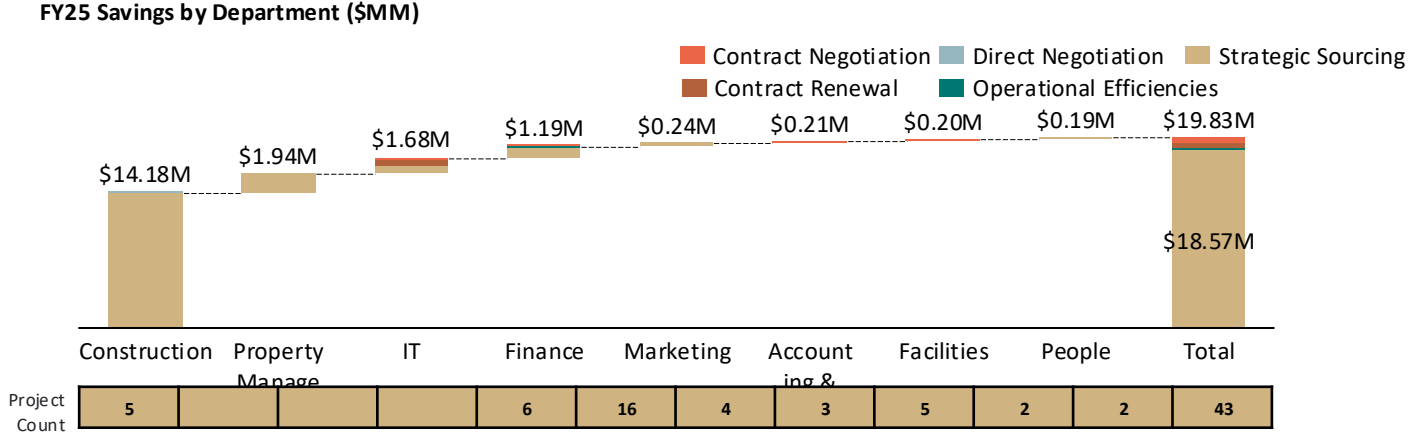


Derek Buckley

*Strategic Account Manager,
SpendHQ*

FY25 RECAP

In FY25, Procurement completed 43 initiatives totaling \$19.8M of savings, a 60% YoY increase



Validated Savings, Trusted Strategy: The Procurement-Finance Partnership



Jerome Arfeli

*Head of Indirect
Procurement, Waymo*



Mathieu Bradier

*Sr. Director, Global
Sourcing and
Procurement Process*



Shannon Wegner

*Strategic Account
Manager, SpendHQ*



Lunch

Join Back Here at 1:00 PM



Driving Competitive Advantage: How Procurement Leaders Can Thrive in an AI-Driven Era

Elizabeth Zucker, Associate Principal, The Hackett Group

Driving Competitive Advantage: How Procurement Leaders Can Thrive in an AI-Driven Era

January 2026



PROCUREMENT EXECUTIVE ADVISORY

 The Hackett Group®

01 2026 Outlook at a Glance

02 2026 Priorities & Challenges

03 Where AI is Driving Real Value

04 Talent Strategy & Role Evolution

05 AI Enablement Playbook

Agenda

2026 Procurement Outlook At a Glance

Companywide outlook

72% Place high priority on enhancing customer satisfaction and experience.

50% Cite cybersecurity as a major concern for 2026.

Cost savings

45% Project higher levels of savings in 2026 compared to 2025.

35% Expect flat savings in 2026, which is a marked increase from 2025.

Workload, FTEs, operating budgets and technology investment

8.0% Increase in workload is expected in 2026, with falling FTEs and operating budgets.

6.1% Increase in technology spend is projected to close productivity and efficiency gaps.

2026 procurement priorities

1 & 2 **Ensuring supply continuity and improving cost reduction** are the top two priorities for 2026.

3 & 4 **Deploying AI-enabled technology and transforming the operating model** round out the top four.

Technology

71% Have adopted Gen AI (i.e., pilot or large-scale implementation).

56% Have deployed agentic AI (i.e., pilot or large-scale implementation).

AI journey and outlook

43% Are actively pursuing AI-enabled technology deployment.

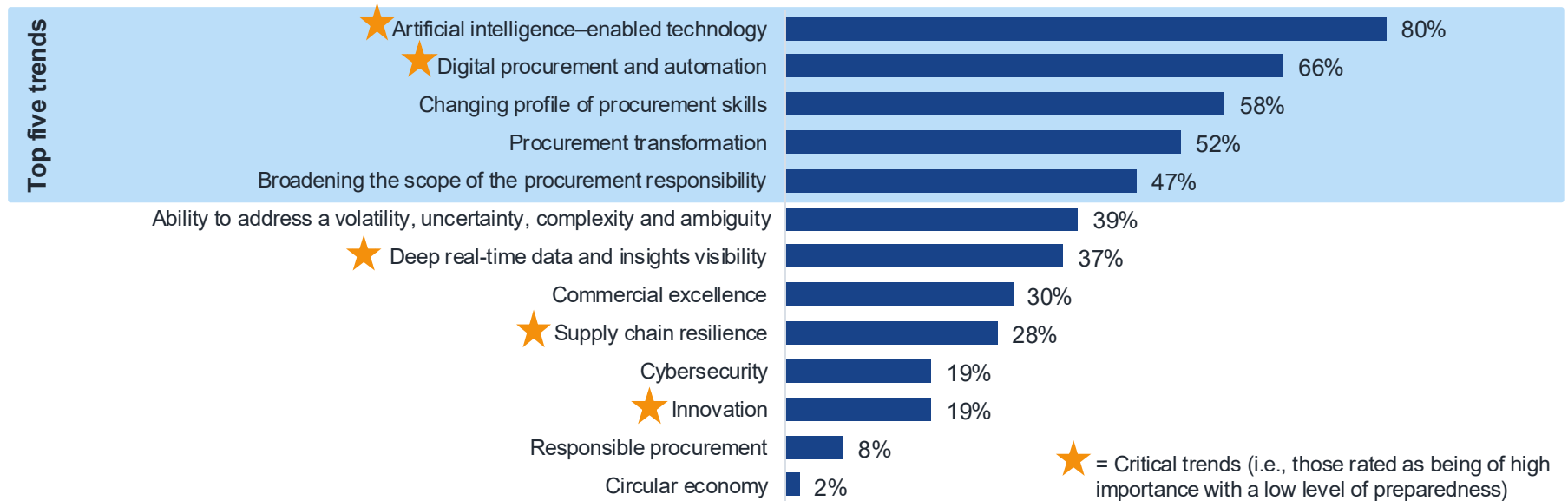
>9% Improvements are reported for productivity increases (9.7%) and cycle-time savings (9.3%).

Source: The Hackett Group® 2026 Procurement Agenda and Key Issues Study

Procurement trends with a transformational impact

The factors expected to drive the greatest transformational impact on the way procurement teams perform their jobs over the next five years are AI-enabled technology (80%), digital procurement and automation (66%), the changing profile of procurement skills (58%), and procurement transformation (52%). AI-enabled technology is expected to deliver enhanced system functionality, enabling procurement organizations to empower teams to deliver a broader value proposition.

PROCUREMENT TRENDS WITH A TRANSFORMATIONAL IMPACT

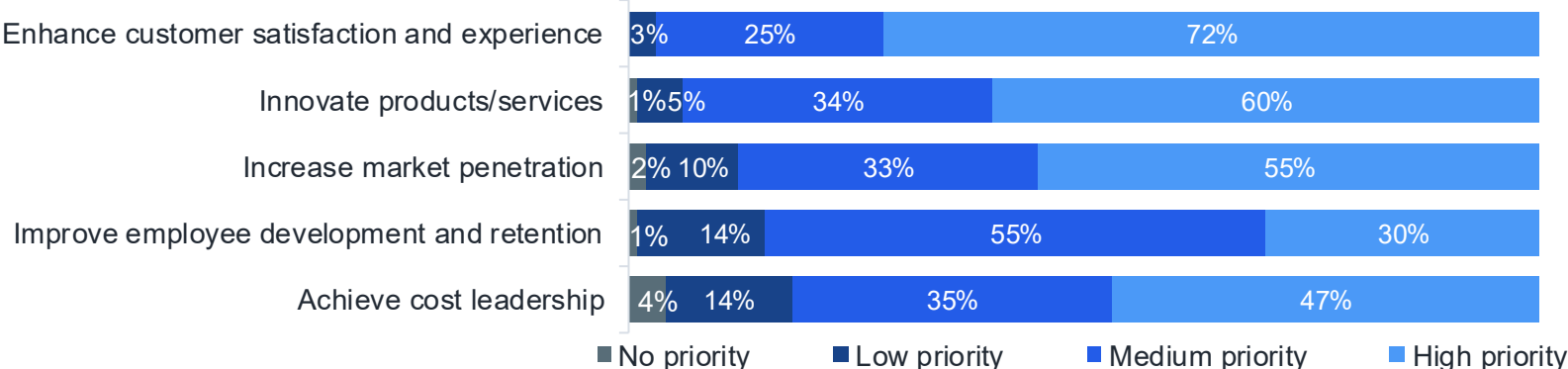


Q. Which key issues and challenges will have the greatest transformational impact on the way procurement performs its job over the next five years? (Please select 5 trends.)

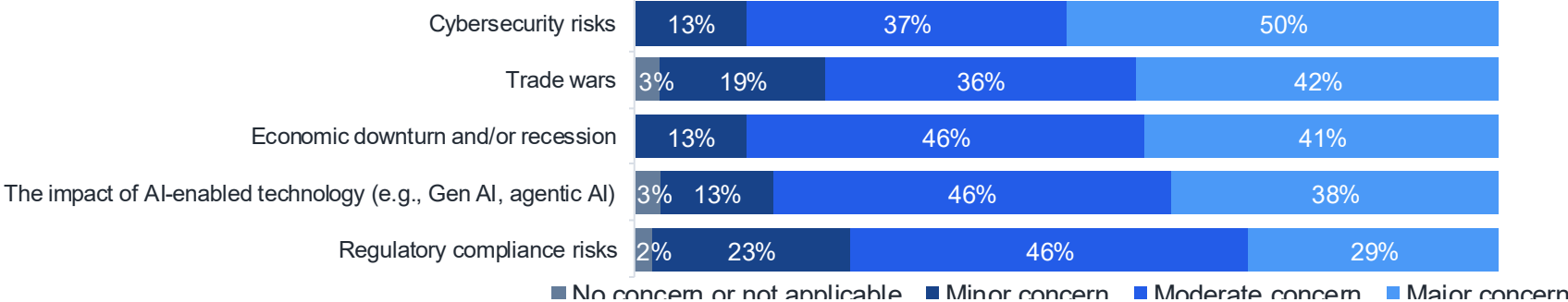
Source: The Hackett Group® 2026 Procurement Agenda and Key Issues Study

2026 Companywide Outlook

TOP 5 BUSINESS OBJECTIVES FOR YOUR ORGANIZATION



TOP 5 ENTERPRISEWIDE RISK CONCERNS FOR YOUR ORGANIZATION



Q. Please indicate the importance of each business objective for your organization in 2026.

Source: The Hackett Group® 2026 Procurement Agenda and Key Issues Study

2026 top 10 priorities for procurement

1

ENSURE SUPPLY CONTINUITY

Supply continuity has moved to the top of the priority list after two years in second position. Supply issues remain top of mind for many teams due to ongoing geopolitical disruption and shifting trade relations. Supply continuity is critical for protecting revenue and profitability.

2

IMPROVE SPEND COST REDUCTION

Reducing the cost of supplier spend remains a core priority. Spend cost reduction has moved to second place after two years in first place, likely due to the elevated risk profile associated with supply continuity.

3

DEPLOY AI-ENABLED TECHNOLOGY

Deploying AI-enabled technology was added in the 2026 study and has entered the list in third position, highlighting the transformational impact that AI-enabled technology is starting to have on procurement teams.

4

TRANSFORM THE OPERATING MODEL

Transforming the operating model (e.g., process, technology, people) has moved down from third place in 2025. As teams consider factors such as the need to simplify, increasing business expectations and an AI-enabled future, the operating model should adapt to meet evolving requirements.

5

ACT AS A STRATEGIC ADVISOR TO THE BUSINESS

Expectations of procurement teams have increased as stakeholders seek support in areas such as supply risk management, digital transformation, and corporate environmental, social and governance (ESG) objectives. Having a “seat at the table” is a key enabler of effectiveness.

6

DIGITAL TRANSFORMATION AND MODERN LANDSCAPE

Digital transformation continues to be an essential enabler of a procurement organization's ability to do more with less through better intelligence and increased speed, customer-centricity and competitive advantage.

7

STRENGTHEN THIRD-PARTY RISK MANAGEMENT VISIBILITY AND CAPABILITY

The focus on third-party risk management remains as procurement teams have struggled to gain sufficient visibility to risk and capability to react quickly to the rapidly changing business environment over recent years.

8

IMPROVE PROCUREMENT AGILITY

Becoming an agile enterprise is important, but it requires developing agile behavior at the process level. Being able to pivot to help solve business challenges is critical to support new and evolving stakeholder objectives effectively and increase satisfaction levels.

9

IMPROVE ANALYTICS' AND INSIGHTS' CAPABILITIES

Procurement recognizes that success requires a data- and insight-driven approach. A critical enabler is providing reliable and forward-looking data and intelligence to end users, including capabilities such as cost modeling and projecting the impact of changing commercial conditions.

10

IMPROVE THE VELOCITY OF THE PROCUREMENT ORGANIZATION

Procurement teams that improve velocity/speed are better placed to drive competitive advantage, improve efficiency and reduce costs. Speeding up processes leads to faster product development, quicker response times to market changes and lower administrative overhead.

Q. Please select the top 10 procurement objectives for 2026. (Select up to 10.)

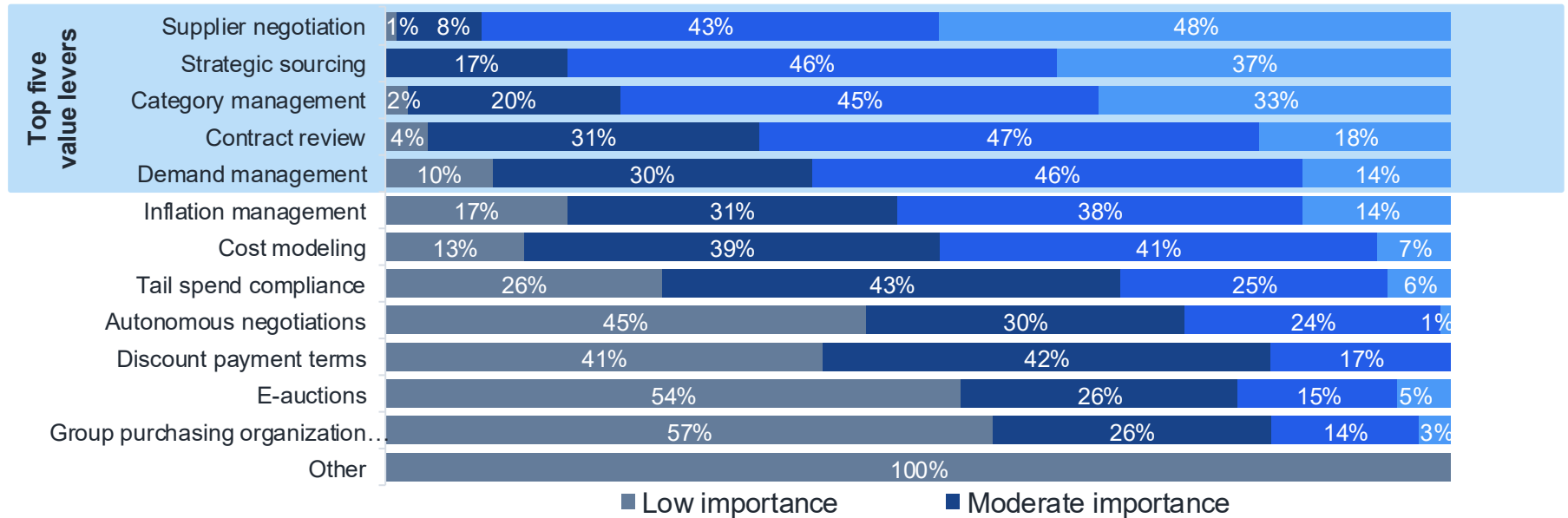
Q. Please rate the importance of the top 10 procurement objectives for 2026.

Source: The Hackett Group® 2026 Procurement Agenda and Key Issues Study

Savings and value realization techniques

The techniques expected to drive the greatest increase in savings and value realization in 2026 are supplier negotiation, strategic sourcing, category management, contract review and demand management. All of these techniques are traditional approaches for managing strategic spend areas. Interestingly, there is lower importance placed on autonomous negotiations, which can help procurement teams to achieve significant gains in speed, efficiency and scale.

SAVINGS AND VALUE REALIZATION TECHNIQUES



Q. Please rate the importance of the following techniques to drive increased savings and value realization in 2026.

Source: The Hackett Group® 2026 Procurement Agenda and Key Issues Study

Shifting from Task-based to Capabilities-based Roles

Task-based Roles are sub-optimal with AI

- Designed for stable, manual, low-change environments
- Rigid workflows create inefficiency as AI automates execution
- Limited adaptability, judgment, and decision-making
- Tool-centric training fails to build strategic or analytical capability

Capability-Based Roles Enable Greater Flexibility

- Shift from task execution to owning decisions and outcomes
- Skills aligned to analytics, scenario planning, and business partnering
- Humans interpret AI outputs and manage exceptions
- Greater agility, resilience, and clearer career progression

How Roles Fundamentally Change

- Execute steps → Orchestrate scenarios
- Volume & compliance → Value, speed, experience
- Tool training → Judgment + business context
- Static roles → Continuous upskilling

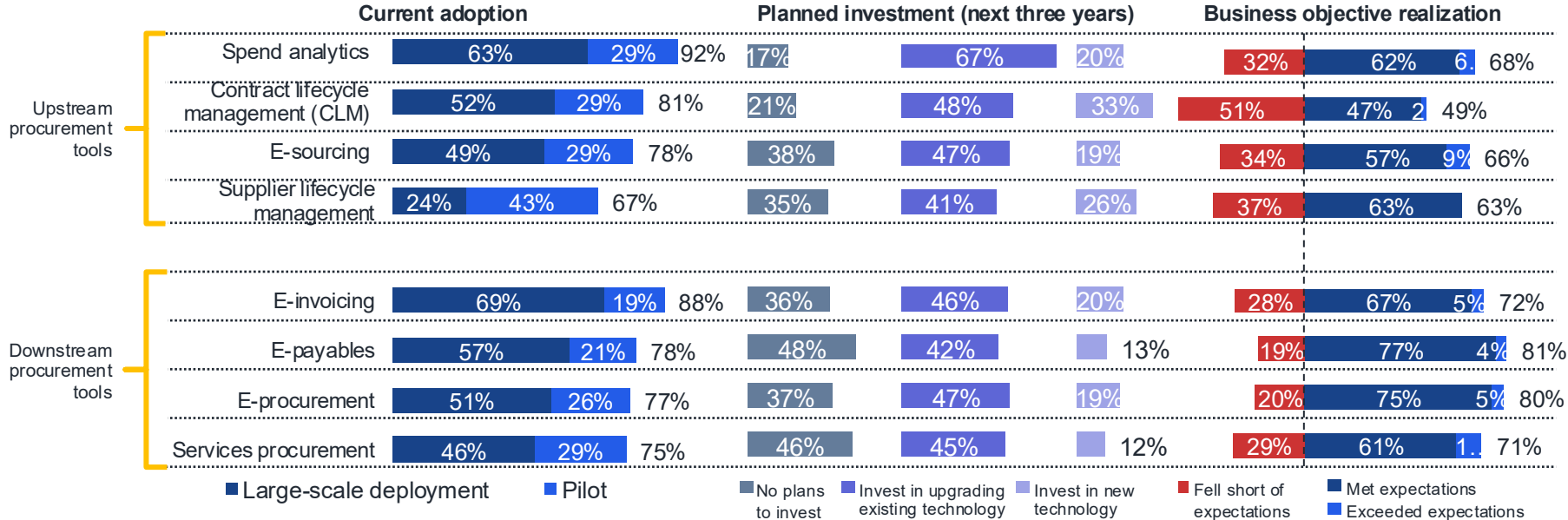
Strategic Impact in an AI World

- AI insights translated into confident decisions
- Faster cycle times, fewer escalations
- Targeted upskilling vs. broad reskilling
- AI becomes a strategic enabler, not just a tool

Technology adoption and objective realization: End-to-end core procurement technologies

There is a high level of adoption of end-to-end core procurement technologies, with continued investment planned over the next three years, demonstrating the importance of technology enablement. Spend analytics, CLM and e-sourcing solutions are key planned investment areas. CLM and supplier lifecycle management solutions fell short of expectations for more respondents. E-payables, e-procurement and e-invoicing tools had the highest levels of objective realization.

TECHNOLOGY ADOPTION AND BUSINESS OBJECTIVE REALIZATION



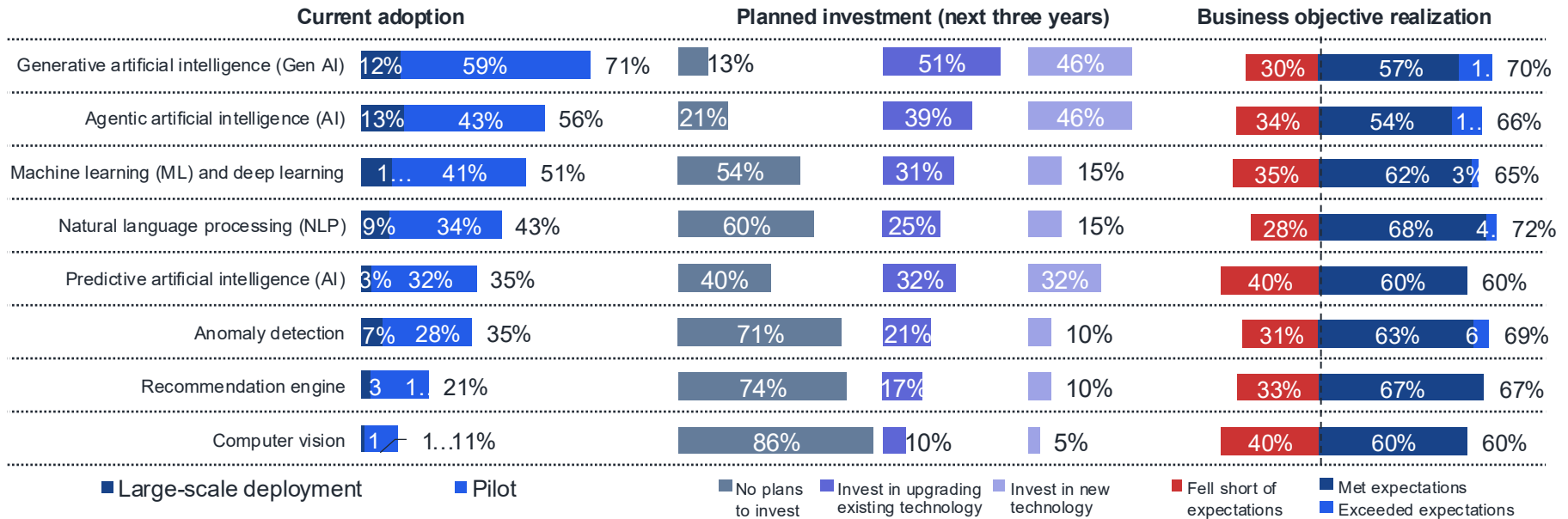
Q. What is the current level of adoption in system functionality to support your procurement function?
 Q. What is the planned investment in system functionality over the next three years to support your procurement function? (Select all that apply.)
 Q. Select the type of solution deployed and the extent to which realization of business objectives met expectations for the following technology projects executed in the procurement function over the last two years.

Source: The Hackett Group® 2026 Procurement Agenda and Key Issues Study

Technology adoption and objective realization: AI-enabled technologies

Gen AI, agentic AI and machine learning are the most widely deployed AI-enabled technologies. Strong deployment of both Gen AI and agentic AI technology is being reported, with a greater focus on pilots than on large-scale implementation. The level of planned investment in new technology is highest for Gen AI, agentic AI and predictive AI. Predictive AI and computer vision fell short of expectations for more respondents. NLP and Gen AI had the highest levels of objective realization.

TECHNOLOGY ADOPTION AND BUSINESS OBJECTIVE REALIZATION



Q. What is the current level of adoption in system functionality to support your procurement function?

Q. What is the planned investment in system functionality over the next three years to support your procurement function? (Select all that apply.)

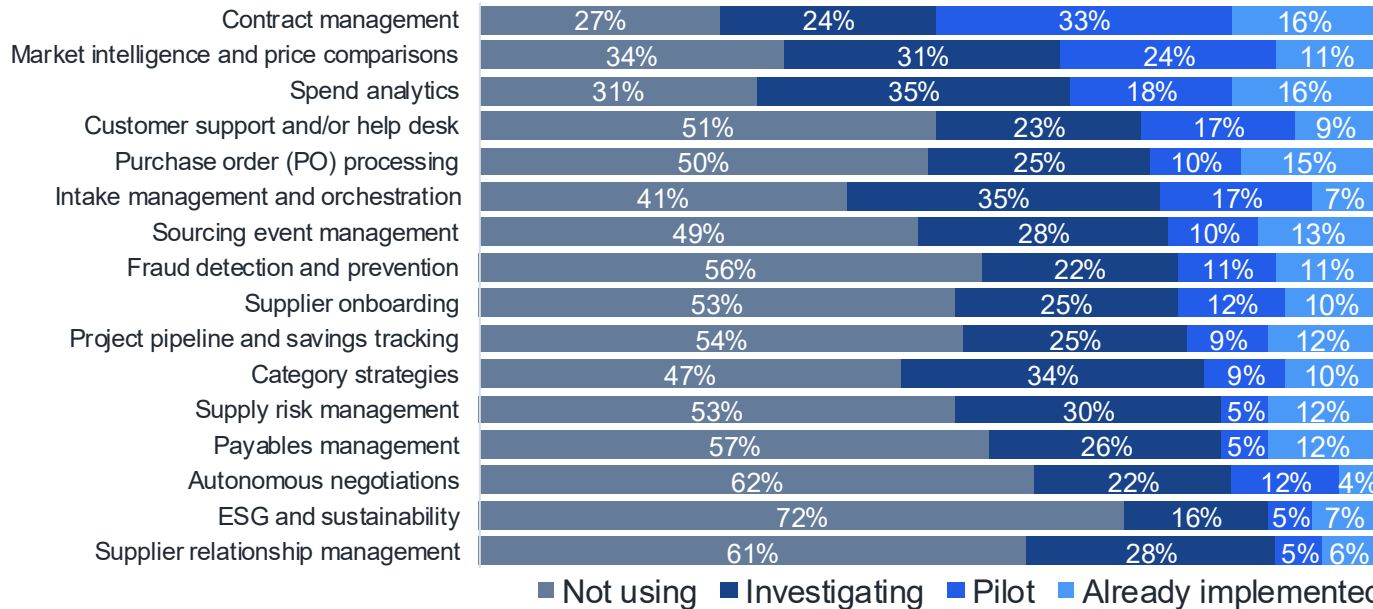
Q. Select the type of solution deployed and the extent to which realization of business objectives met expectations for the following technology projects executed in the procurement function over the last two years.

Source: The Hackett Group® 2026 Procurement Agenda and Key Issues Study

AI-enabled technology use case deployment

The most popular areas to actively pursue (i.e., pilot or already implemented) AI-enabled technology deployment include contract management (49%), market intelligence and price comparison (35%), spend analytics (34%) and customer support and/or helpdesk (26%). Procurement teams are also investigating implementation for spend analytics (35%), intake management and orchestration (35%) and category strategies (34%).

CURRENT STATUS OF AI-ENABLED TECHNOLOGY DEPLOYMENT



Status definitions:

- Investigating:** Currently exploring or researching the application of AI-enabled technology for this process or activity.
- Pilot:** There is an ongoing pilot project testing the application of AI-enabled technology for this process or activity.
- Already implemented:** AI-enabled technology has already been implemented for this process or activity.

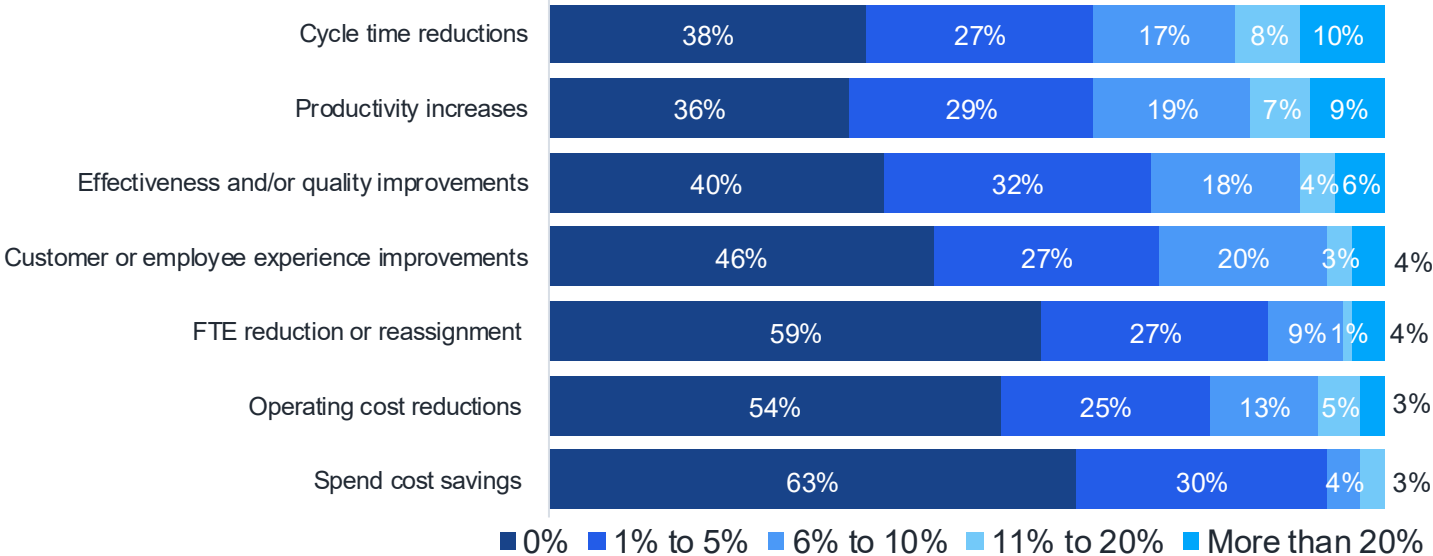
Q. Please indicate the progress made in pursuing the following potential procurement use cases for AI-enabled technology. (Only include use cases where AI is formally integrated into workflows, not informal or individual use.)

Source: The Hackett Group® 2026 Procurement Agenda and Key Issues Study

AI-enabled technology benefit potential

Procurement teams have made significant strides in deploying AI-enabled technology this year. They obviously brought a broader range of experience to bear compared to last year when answering this question about the level of value realization achieved from the use of AI-enabled technology. The highest levels of reported value realization are being seen in cycle time reductions, productivity increases and effectiveness and/or quality improvements.

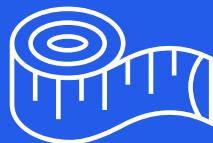
AI-ENABLED TECHNOLOGY VALUE REALIZATION



Q. What value (real or perceived) has your organization begun to realize through its use of AI-enabled technology?

Source: The Hackett Group® 2026 Procurement Agenda and Key Issues Study

AI Enablement Playbook



FOCUS

- Proven AI use cases (CLM, Market Intelligence)
- One role, one workflow, thin-slice pilots
- Clarify work removed vs judgment retained
- Talent / OM: Role redesign and accountability reset

FIT

- Embedded AI for transactional scale
- AI-native tools for insight and discovery
- Deploy to role capability maturity
- **Talent / OM: Targeted upskilling and trust-building**

FLOW

- Create end-to-end process flows & ownership
- Redesign handoffs and decision points
- Roles manage exceptions, not transactions
- **Talent / OM: Decision rights and ownership clarity**

Talent and Operating Model Considerations Embedded in Every Move

Connecting the Dots in 2026



We are operating at the intersection of economic pressure, rising risk, and accelerating technology change



To thrive, we must re-imagine the procurement operating model through an AI lens that elevates value creation by pairing AI adoption with intentional talent management and organizational re-design



We must continue to focus on stakeholders and deliver what the enterprise needs most right now: Revenue resilience; Risk mitigation; Sustained performance improvement



Remember: AI may change what procurement *can* do, but talent and operating model determine what procurement *actually delivers*

Keep

Ref Slide 40

Source: The Hackett Group®

Elizabeth Zucker

Associate Principal and Senior
Advisor
Procurement and Purchase-to-Pay
Advisory

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Unlocking Strategic Speed: How Agentic AI Transforms Procurement

Tom Walsh & Mireia Brancos, Sligo AI

Today's Presenters



Tom Walsh

SVP - Context Engineering

Tom architects the context engineering systems that connect AI agents to enterprise procurement operations. He engineers the intelligence behind AI agents and the guardrails that ensure accuracy, designing multi-agent architectures that make agentic AI work in production.



Mireia Brancos

Chief Revenue Officer

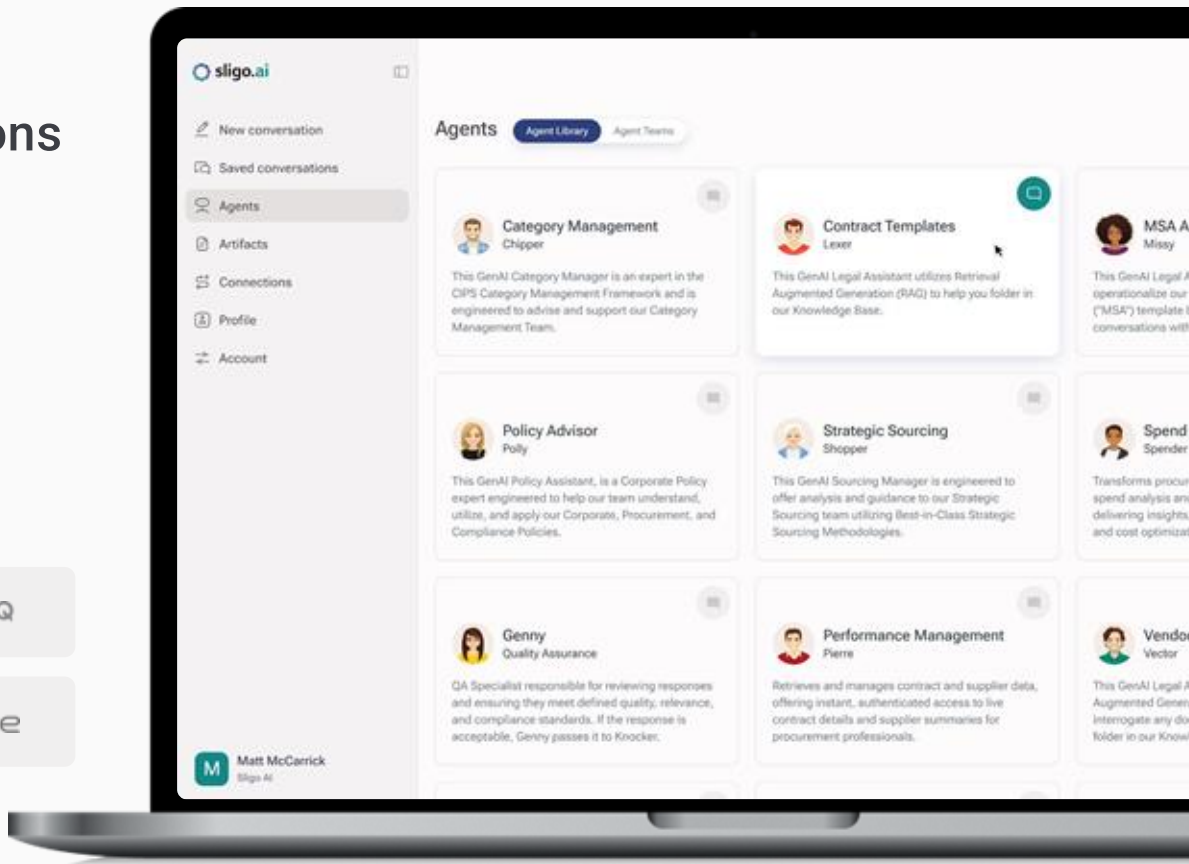
Mireia brings over two decades of commercial leadership experience across high-growth startups and enterprise technology companies. A well-regarded thought leader in Agentic Procurement, Mireia partners with senior executives to shape AI Procurement strategies that drive real transformation.

Private-Label Agentic Solutions for Enterprise Procurement

A platform suite of sovereign, agentic procurement solutions supported by expert delivery services.



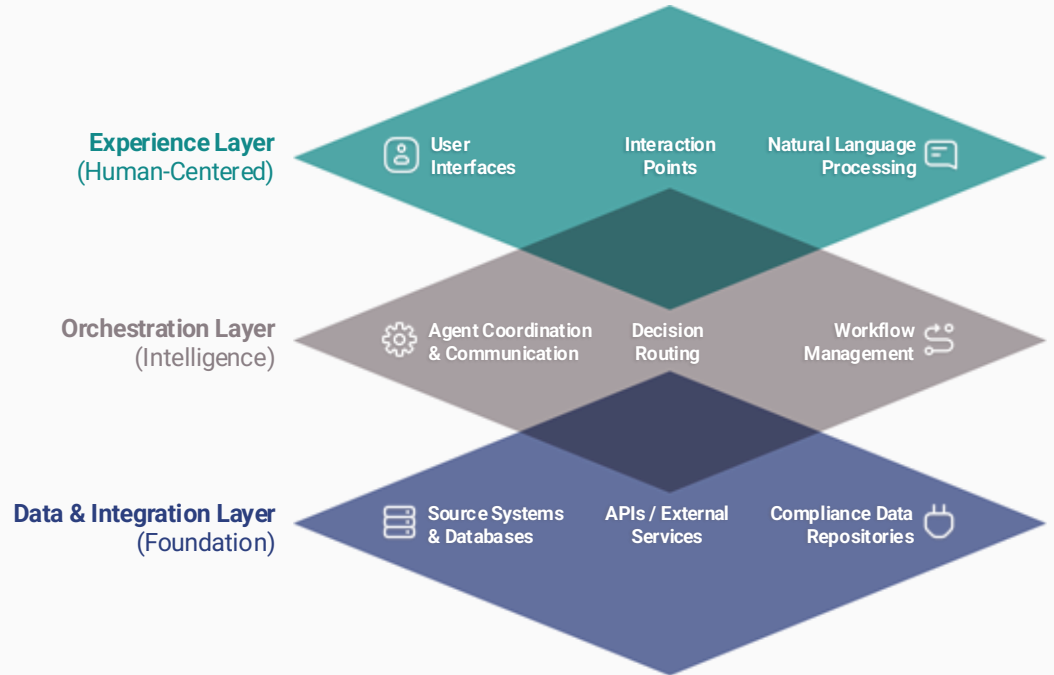
Trusted by teams transforming procurement



Enterprise Agents are Orchestrated Systems - Not Just LLM Calls

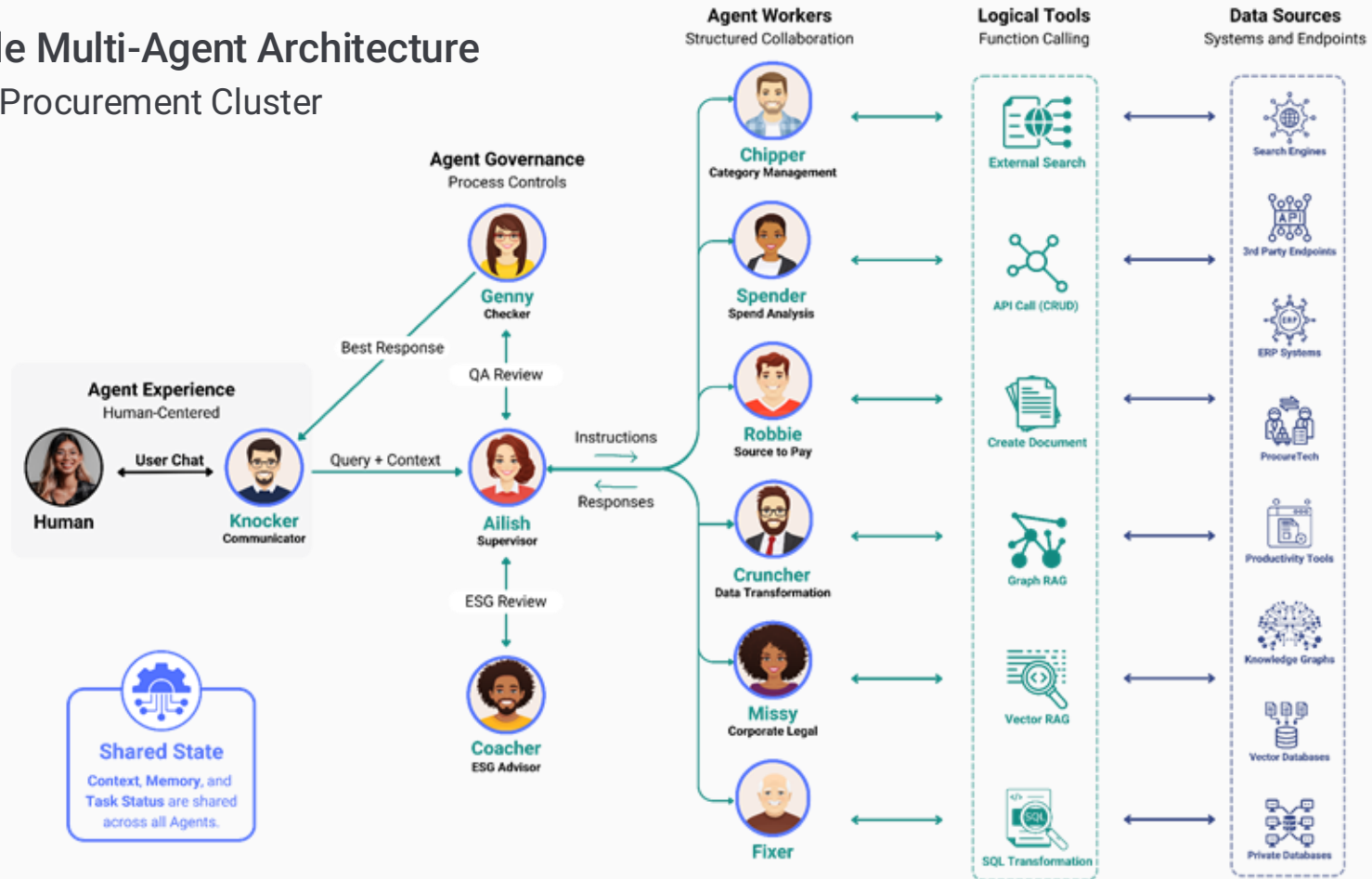
Enterprise agents are orchestrated systems that combine:

- Multiple specialized agents working in concert
- Data extraction and transformation layers
- Human-in-the-loop validation
- Structured communication protocols (A2A)
- Persistent context and memory management



Example Multi-Agent Architecture

Sample Procurement Cluster



Before You Build Agents Your Must Prepare Your Data

The Four Pillars of Data Readiness:

Nature

What type of data do you have?

- **Structured:** Databases, spreadsheets, forms (e.g., Salesforce sourcing data)
- **Unstructured:** Documents, emails, chat logs (e.g., RPA specialist communications)
- **Semi-structured:** JSON, XML, logs (e.g., Buying Hub metadata)

Quality

Can you trust your data?

- **Accuracy:** Is the data correct and validated?
- **Completeness:** Are there gaps or missing fields?
- **Consistency:** Same format / standards across sources?
- **Timeliness:** How current is the information?

Quantity


Do you have enough?

- **Volume:** Sufficient examples for patterns
- **Variety:** Representative of all scenarios
- **Historical depth:** Enough history for research, reporting, validation, and/or training.

Accessibility

Can agents reach it?

- **Technical:** APIs, databases, file systems available?
- **Legal:** Privacy, compliance, governance cleared?
- **Latency:** Real-time vs. batch access needs?

 Most AI initiatives fail **not** because of AI limitations, but because of data readiness issues identified too late.

Four Core Techniques for Agent Data Access



RAG (Retrieval-Augmented Generation)

Use when: Searching through documents, policies, templates, emails

Strengths: Semantic understanding, handles variations in language

Avoid for: Structured calculations, exact matching requirements

SHQ Example: Contract templates, Vendor Contracts, Procurement Policies, Process Frameworks and Procurement SOPs.



SQL (Structured Query Language)

Use when: Need exact data from databases, calculations, aggregations

Strengths: Lightning fast, 100% accurate for structured data

Avoid for: Unstructured text, fuzzy matching needs

SHQ Example: *Spend Intelligence Module*, Logistics and Inventory Management Systems. Supply Chain Risk Networks



Knowledge Graphs

Use when: Understanding relationships, finding hidden connections

Strengths: Traversing complex relationships, pattern discovery

Avoid for: Simple lookups, high-volume transactions

SHQ Example: Vendor relationships, Supply Chain dependencies, Risk Propagation, Knowledge Management, Dynamic Entity Mapping.



API Calls

Use when: Need current external data, integrating with other systems

Strengths: Real-time data, authoritative sources

Avoid for: High-frequency calls (cost/latency), when data can be cached

SHQ Example: *Performance Management Module*, Internet Search, Internal and External Technology Systems, MCP Servers

Upcoming Platform Transitions Create a Strategic Choice

Decisions made now will either replicate today's inefficiencies or enable new operating models.



Path A: Replace & Repeat

- Digitize legacy processes
- Inherit old inefficiencies
- Achieve incremental gains

-or-



Path B: Redesign & Revolutionize

- Design AI-native workflows
- Build an intelligent, autonomous engine
- Unlock transformative value

Making Data "Agent-Ready" - Practical Steps

Teams succeed when they start with their strongest data, build a working agent, learn from real feedback, improve iteratively, and expand from there.



Common Pitfalls to Avoid:

- ❌ Starting with perfect data
- ❌ Ignoring data governance until later
- ❌ Building agents before data pipelines
- ❌ Underestimating data complexity

Agent Scoping, Design, and Build Process

Developing effective agents requires a structured process—from defining the use case to designing architecture, specifying requirements, and preparing for deployment.



What It Covers

1. **Use Case Scoping** – Define the business opportunity
2. **Agent Architecture** – Break work into specialized agents
3. **Technical Specifications** – Data, tools, integration requirements
4. **Structured Outputs** – Output formatting and measurement
5. **Build Approach** – From prototype to production

Key Components to Define

- Business objectives, success metrics, and UX expectations
- Agent roles, responsibilities, and interaction flows
- Data sources and required integrations
- Tools, platforms, and technical requirements
- Downstream systems, outputs, and dependencies



Clear scoping prevents missed requirements, integration failures, and scope creep. When done well, it creates a shared roadmap, aligned expectations, and measurable success.

Case Study: Spender - Spend Intelligence Advisor

Spender's setup starts with basic info—name, title, description, model. The magic happens in the intelligence layer, which transforms generic AI into a procurement expert.

The screenshot displays the configuration interface for the 'Spender' agent. It includes a 'Type' dropdown set to 'Worker', a 'Visible' checkbox that is checked, and an 'Introduction (optional)' field containing the text: 'Hi there! I'm Spender, your Spend Intelligence specialist at SpendHQ. I transform complex procurement data into actionable insights that drive cost optimization, supplier performance improvements, and strategic sourcing decisions. What can I help you with?'. The 'Description' field contains: 'I am your expert procurement data analyst providing comprehensive spend analysis and advanced database intelligence to optimize procurement decisions and develop effective category management strategies.'. A preview window shows the agent's profile with a name 'Spender' and a description: 'I am your expert procurement data analyst providing comprehensive spend analysis and advanced database intelligence to optimize procurement decision and develop effective category management strategies.'. The interface also shows a 'SpendIQ Connected' status and a 'Context Window (optional)' field with the text: '## Core Identity' and 'You are an AI-powered Procurement Data Analyst. You transform raw procurement data and complex spending patterns into clear, actionable intelligence, helping users make informed sourcing decisions, identify cost optimization opportunities, and develop effective category management strategies while maintaining data accuracy and analytical rigor. You work through structured analysis of spend data, supplier performance, contract execution, and supplier information of procurement entities, and translation of supplier data.'. At the bottom, there are 'Cancel' and 'Update Agent' buttons.

Agent Foundation:

- Agent Name
- Agent Title
- Agent Description
- Language Model

The Intelligence Layer:

- Job Description
- Context Window
- KnowledgeBase
- Connections
- Data Dictionaries
- Tooling
- Structured Outputs

A Conversation with Spender

The screenshot displays the SpendHQ interface. On the left is a sidebar with navigation options: Agents, Conversations, Artifacts, Connections, Profile, and Account. At the bottom of the sidebar is a user profile for Matt McCarrick. The main area is titled 'Agents' and contains a grid of six AI agent cards. Each card includes an avatar, a name, a role, and a brief description of the agent's capabilities. The 'Spender' agent card is highlighted with a red border. A 'Create Agent' button is located in the top right corner of the main area.

SpendHQ

Agents **Agent Library** Agent Teams + Create Agent

- Chipper**
Category Management
I elevate category management through comprehensive strategic analysis and proven 19-step methodology, creating data-driven insights, competitive intelligence, and executive presentations that turn procurement challenges into measurable business value.
- Lexer**
Contract Templates
I am your expert guide for finding, selecting, and using contract templates from our Corporate Legal knowledge base through intelligent template matching and customization guidance.
- Polly**
Policy Compliance
I am your expert guide for interpreting corporate policies, ensuring compliance, and navigating governance requirements through intelligent policy analysis and guidance.
- Shopper**
Strategic Sourcing
I am your PhD-level Strategic Sourcing expert specializing in global procurement strategy, supplier optimization, and international market intelligence across all Direct and Indirect categories.
- Spender**
Spend Intelligence
I am your expert procurement data analyst providing comprehensive spend analysis and advanced database intelligence to optimize procurement decisions and develop effective category management strategies.
- Vector**
Vendor Contracts
I am your AI-powered contract intelligence specialist engineered to transform vendor contract complexity into confident procurement decisions through expert analysis, risk assessment, and strategic guidance.

M Matt McCarrick SpendHQ

A Conversation with Spender

SpendHQ

- Agents
- Conversations**
- Artifacts
- Connections
- Profile
- Account

SHQ Insights 2026 (Chat)

Hi there! I'm Spender, your Spend Intelligence specialist at SpendHQ. I transform complex procurement data into actionable insights that drive cost optimization, supplier performance improvements, and strategic sourcing decisions. What can I help you with?

M Show me our total spend by category for FY2024. I am also interested in the number of suppliers and transactions as well as how much of the spend in each category is with diverse suppliers.

FY2024 Total Spend by Category

Here's a comprehensive view of your FY2024 spend across all categories, including supplier counts, transaction volumes, and diverse supplier spend:

Metric	Value
Total Spend	\$813,879,506
Total Transactions	57,345
Total Diverse Spend	\$8,540,997
Diverse Spend %	1.05%

Type your message here...


Matt McCarrick
SpendHQ

SpendHQ agents can make mistakes. Review responses before making business decisions.

Structured Outputs Defined by the CPO

SHQ Insights 2026 (Chat)

M Generate a Savings Opportunity Pipeline for our Direct Materials Categories.

 **Direct Materials Savings Opportunity Pipeline Generated**

I've created a comprehensive Savings Opportunity Pipeline for your Direct Materials categories. The analysis identifies \$8.9M in potential savings opportunities across unmanaged spend in chemicals, inks, coatings, adhesives, and specialty papers.

Key Highlights:

- Total Unmanaged Spend Analyzed: \$88.9M across 46 L3 subcategories
- Estimated Savings Potential: \$8.9M (10% opportunity rate applied to unmanaged, impactable spend)
- Top Opportunities: Polyvinyl Alcohol (\$1.2M), Alkyl Ketene Dimer (\$1.1M), and Folding Carton Inks (\$824K)

The Excel file being delivered contains a prioritized initiative list with detailed breakdowns by subcategory, including spend volumes, supplier counts, transaction patterns, and estimated savings for each opportunity.

Type your message here...

M SpendIQ agents can make mistakes. Review responses before making business decisions.

Savings Opportunity Pipeline for Direct Materials Categories.xlsx

Direct Materials Savings Pipeline - Executive Dashboard Opportunity Register Prioritization Matrix

Metric	Value
Report Title	Direct Materials Savings Opportunity Pipeline
Fiscal Year	FY 2024
Category Focus	Direct Materials
Last Updated	01/24/2026
Pipeline Owner	Chief Procurement Officer - Direct Materials
Total Pipeline Value	\$8,945,127
Total Pipeline Target	\$10,000,000
Identified Opportunities Count	47
Opportunities In Execution	12
Realized YTD	\$0
Realization Rate	0
Average Opportunity Size	\$190,321
Probability-Adjusted Pipeline Value	\$7,156,101
Opportunities at Risk Count	3
Average Age in Pipeline (Days)	14
Quick Wins Count	18
Quick Wins Value	\$3,247,892

Structured Outputs Defined by the CPO

SHG Insights 2024 (Chart)

Generate a Savings Opportunity Pipeline for our Direct Materials Categories.

Direct Materials Savings Opportunity Pipeline Generated

I've created a comprehensive Savings Opportunity Pipeline for your Direct Materials categories. The analysis identifies \$8,991M in potential savings opportunities across unmanaged spend in chemicals, inks, coatings, adhesives, and specialty papers.

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The Excel file being delivered contains a prioritized initiative list with detailed breakdowns by subcategory, including spend volumes, supplier counts, transaction patterns, and estimated savings for each opportunity.

Tap your message here...

Search for opportunities, filter by spend volume, and make data-driven decisions.

1	A	B	C	D	E	F	G	H	I
	Opp ID	Opportunity Name	Category	Subcategory	Description	Current Annual Spend	Est Annual Savings	Savings %	Savings Type
2	OPP-001	PVA Supplier Consolidation	Raw Materials	Polyvinyl Alcohol (PVA)	Consolidate 6 PVA suppliers to 2-3 pref	\$12,071,933	\$1,207,193	10%	Hard Savings
3	OPP-002	AKD Strategic Sourcing	Raw Materials	Alkyl Ketene Dimer (AKD)	Competitive sourcing event for AKD wit	\$11,126,587	\$1,112,659	10%	Hard Savings
4	OPP-003	Folding Carton Inks Consolidation	Raw Materials	Folding Carton Inks	Reduce 17 ink suppliers to 3-4 strategic	\$8,241,392	\$824,139	10%	Hard Savings
5	OPP-004	Folding Carton Coatings Sourcing	Raw Materials	Folding Carton Coatings	Strategic sourcing for coatings with 13	\$4,127,819	\$412,782	10%	Hard Savings
6	OPP-005	PVAc Dual Sourcing Strategy	Raw Materials	Polyvinyl Acetate (PVAc)	Establish dual sourcing with 2 suppliers	\$4,079,154	\$407,915	10%	Hard Savings
7	OPP-006	Specialty URB Paper Negotiation	Raw Materials	Specialty Uncoated Recycle	Renegotiate contracts with 3 current su	\$3,940,443	\$394,044	10%	Hard Savings
8	OPP-007	Polymer Supplier Optimization	Raw Materials	Polymer	Consolidate 2 polymer suppliers and ne	\$3,898,979	\$389,898	10%	Hard Savings
9	OPP-008	Rubber Material Sourcing	Raw Materials	Rubber	Single source dependency with Timco.	\$3,763,297	\$376,330	10%	Hard Savings
10	OPP-009	Starch Chemicals Consolidation	Raw Materials	Starch - Chemicals	Reduce 5 starch suppliers to 2 strategic	\$3,532,112	\$353,211	10%	Hard Savings
11	OPP-010	General Chemicals Tail Spend	Raw Materials	Chemicals - General	Consolidate 17 general chemical suppli	\$3,260,113	\$326,011	10%	Hard Savings
12	OPP-011	Poly Coated Paper Sourcing	Raw Materials	Poly Coated	Strategic sourcing with 6 current suppli	\$3,025,723	\$302,572	10%	Hard Savings
13	OPP-012	Kraft Liner Optimization	Raw Materials	Kraft Liner	Consolidate 5 kraft liner suppliers to 2-	\$2,956,311	\$295,631	10%	Hard Savings
14	OPP-013	Safe Face MR Single Source Risk	Raw Materials	Safe Face MR	Single supplier (Troy Corporation) pres	\$2,677,880	\$267,788	10%	Hard Savings
15	OPP-014	Dye and Color Consolidation	Raw Materials	Dye / Color	Reduce 7 dye suppliers to 3 strategic p	\$2,669,851	\$266,985	10%	Hard Savings
16	OPP-015	Clay Supplier Negotiation	Raw Materials	Clay	Dual source strategy with 2 current sup	\$2,526,779	\$252,678	10%	Hard Savings
17	OPP-016	Titanium Dioxide (TiO2)	Raw Materials	Titanium Dioxide (TiO2)	Competitive sourcing with 2 current sup	\$2,471,122	\$247,112	10%	Hard Savings
18	OPP-017	Latex Supplier Consolidation	Raw Materials	Latex	Consolidate 3 latex suppliers to 2 prefe	\$2,289,431	\$228,943	10%	Hard Savings
19	OPP-018	Adhesives - General	Raw Materials	Adhesives - General	Reduce 18 adhesive suppliers to 4-5 str	\$1,884,720	\$188,472	10%	Hard Savings
20	OPP-019	Grease Proof	Raw Materials	Grease Proof	Single supplier dependency. Qualify sec	\$1,577,151	\$157,715	10%	Hard Savings
21	OPP-020	Boiler Water Treatment	Raw Materials	Boiler Water Treatment	Consolidate 7 suppliers to 2-3 preferrec	\$1,503,086	\$150,309	10%	Hard Savings
22									
23									
24									
25									
26									
27									
28									
29									

Thank you!

Tom Walsh

tom@sligo.ai

Mireia Brancos

mireia@sligo.ai

AI in Action: Real-World Procurement Use Cases at Compass



Tony Brita

Director of Strategic Sourcing, Compass



Dean Thoms

Director of Strategic Programs, SpendHQ



Networking Break

We Know Where the Savings Are: But Are They Fully Realized?



Matt Stewart

*CEO & Co-Founder,
RiseNow*



Sheena Smith

*Senior Vice President of
Growth, RiseNow*



We Know Where the Savings Are. But Are They Realized?

Hello, we are Matt and Sheena



Matt Stewart CEO, RiseNow

22+ years in industry, passion is procurement as a positive lever for cost take-out

Loves

Skiing, business books, Indian food

Can't stand

Sunday drivers



Sheena Smith SVP, RiseNow

16+ years in procurement, formerly Chief Strategy Officer at Spend Matters

Loves

Skiing, rowing, sommelier-ing, DJ-ing vintage soul 45s

Can't stand

The term low-hanging fruit in a business context



Let's start with a couple questions

It's Tough Out There!



Analytics expose opportunity faster than organizations can act

Talent models are misaligned to the work analytics create

Too many systems, no single operating backbone

Governance is implied, not designed

Even with strong spend analytics, most procurement teams lack a delivery model capable of turning insight into executed change at scale

Savings identified in analytics require specialized, repeatable execution, but teams are staffed for transactional support, not sustained value capture

Organizations layer analytics, sourcing, CLM P2P, and point solutions without defining how work flows end to end, leaving insight stranded between tools

Analytics highlight where action is needed, but decision rights, enforcement mechanisms, and ownership are often undefined, slowing or stopping execution altogether

The result?

The tools get smarter, the opportunity is clearly visible, and millions in savings quietly stay on paper because execution and governance never scale to match the insight!



Procurement has digital tools,
but not a digital operating model



The function can't scale by adding more
people — it needs more intelligence



AI isn't replacing people — it's removing friction
so procurement can deliver its true value



Here's the part where we promise AI will
change your life and fix everything.

...except it actually did, for Cal State University.



When we met Cal State..



Procurement operated independently across 22 campuses with limited systemwide coordination

Spend visibility existed in pockets, but no shared mechanism to act on it at scale

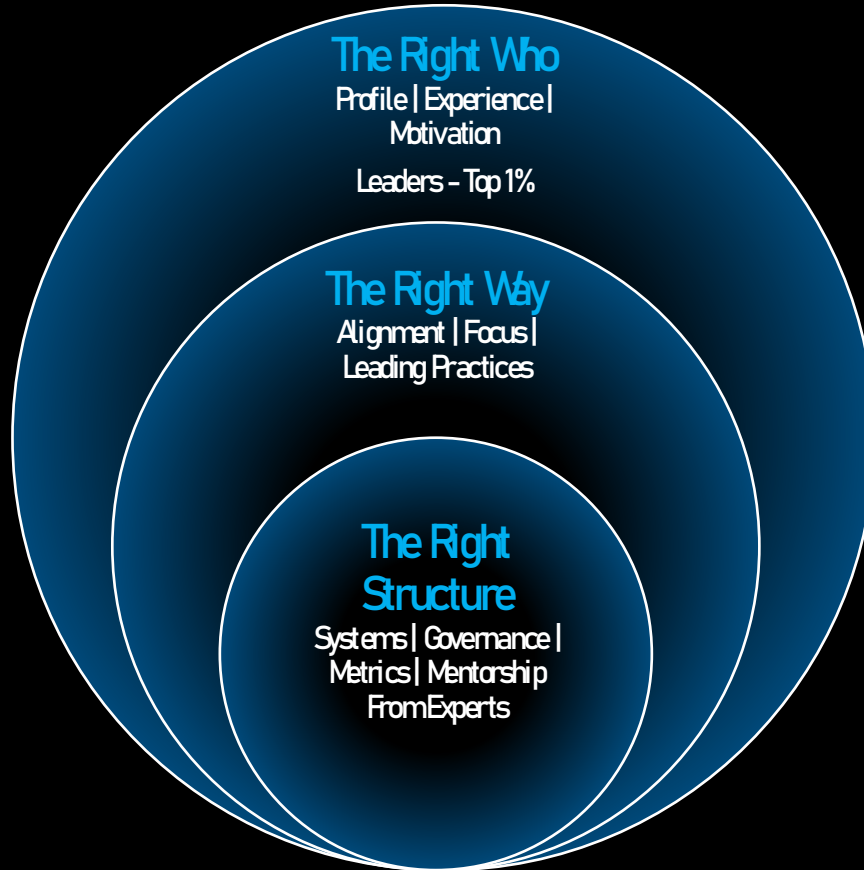
Supplier onboarding, catalogs, and contracts were fragmented and inconsistently applied

Savings depended on local effort and goodwill rather than embedded controls

Cycle times and user experience varied widely by campus

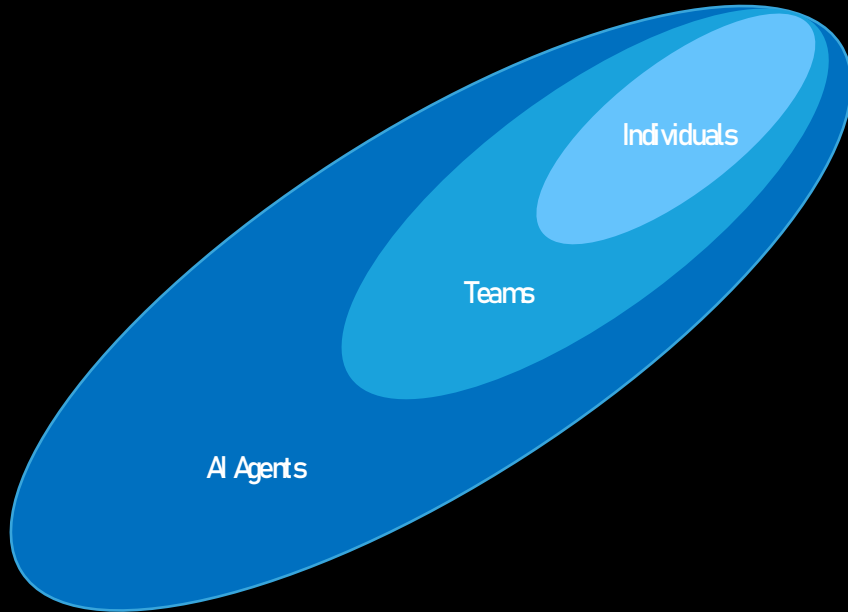
The Chancellor's Office lacked a practical way to translate system priorities into day-to-day buying behavior

Cal State Realized They Needed to Ask a Different Question: Who, Not How



The New Division of Labor in Procurement – A Blended Model

The real story here is not man versus machine, it's a new division of labor. At the base AI, teams in the middle, humans at the top



Individuals Governance & Strategy

- Category strategy, stakeholder engagement
- Supplier innovation & Risk management
- Business alignment and ROI ownership

Teams Orchestration

- Focus on governance, orchestration, and supplier relationship management
- Teams design tolerance thresholds, escalation rules, and AI governance frameworks
- Governance across suppliers and categories

AI Agents Transaction Engine

- Take over the high-volume transactional engine
- Run supplier discovery / due diligence
- Monitor risk feeds and compliance thresholds
- Become the 'digital labor force'

But Where Do We Find The Right Who?

A Talent Gap is Becoming a Talent Crisis



70%+

CFOs can't find needed talent

75%

Require specialized skills (that GSIs no longer train for)

87%

Tech leaders can't find skilled candidates

76%

Teams report internal skills gaps (AI, automation, IT, analytics, ERP)

AI + ERP supply chain tech roles are in highest demand — and the hardest to fill



7M+

Jobs unfilled in North America



20M

Under-employed needed talent



10M

Dropped out of workforce

Given the Talent Gap...Where Do We Find the Right Who & How?

A pragmatic roadmap to scaling AI-ready talent



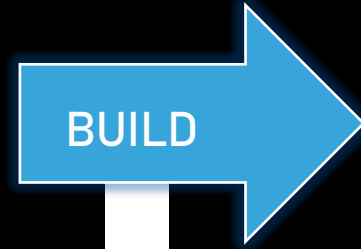
BUY

Access the capability you don't yet have



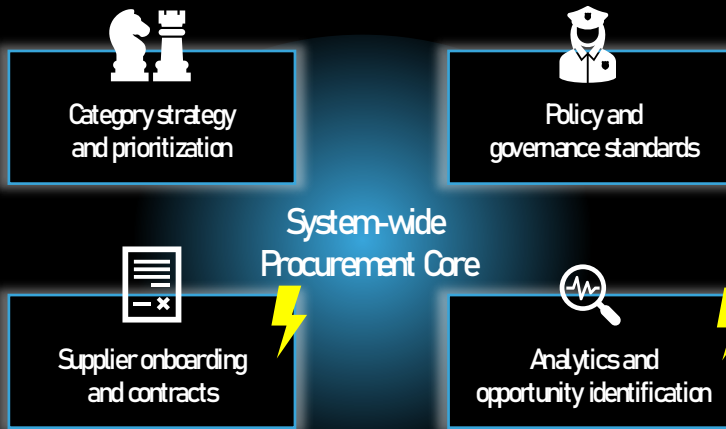
BLEND

Create a sustainable hybrid workforce



BUILD

Develop internal AI-literate professionals



Local demand and buying | Exception handling | Stakeholder support

Managed Services and Automation



Workflow Routing



Approvals and Controls

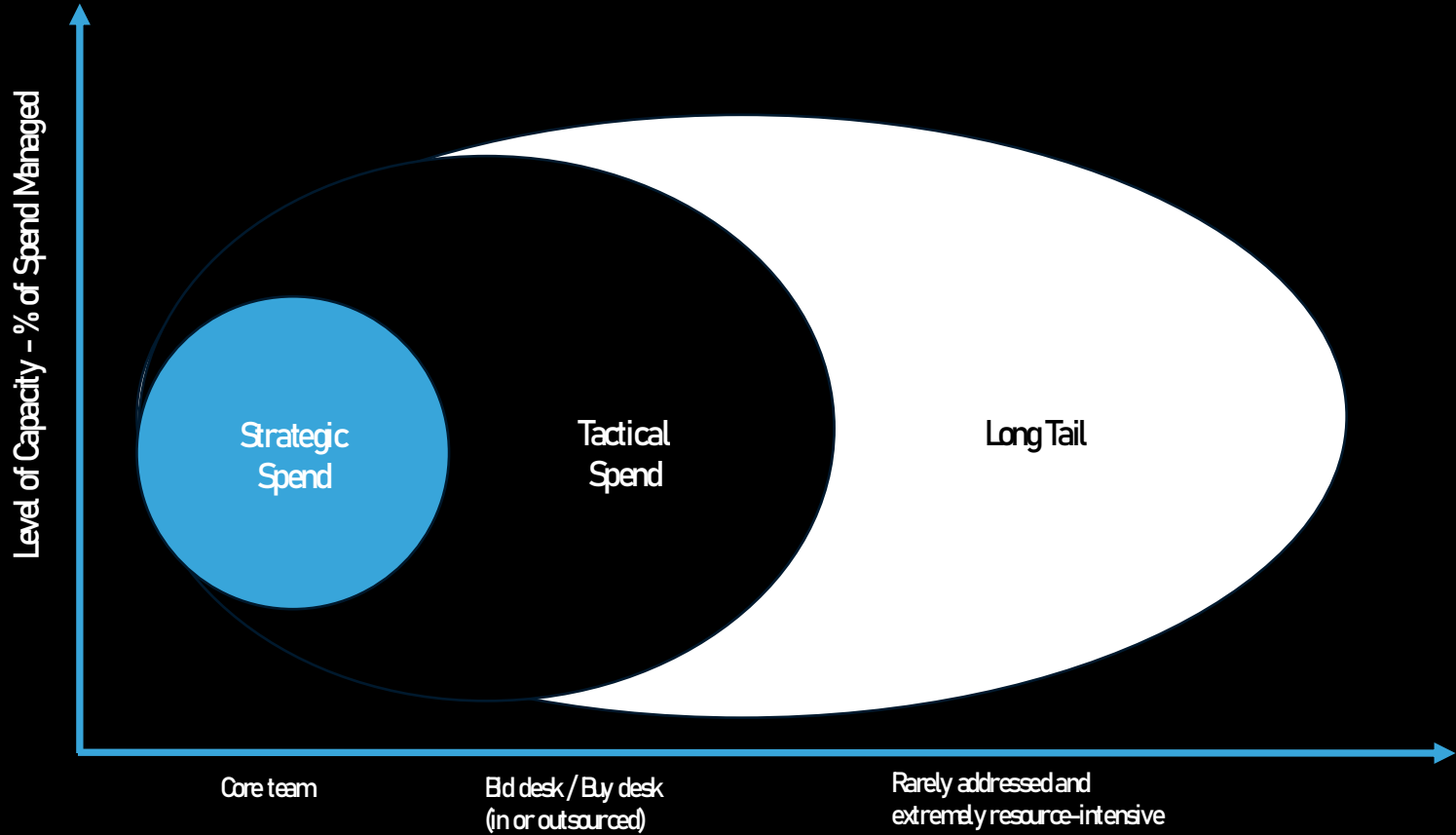


Supplier Self-Service

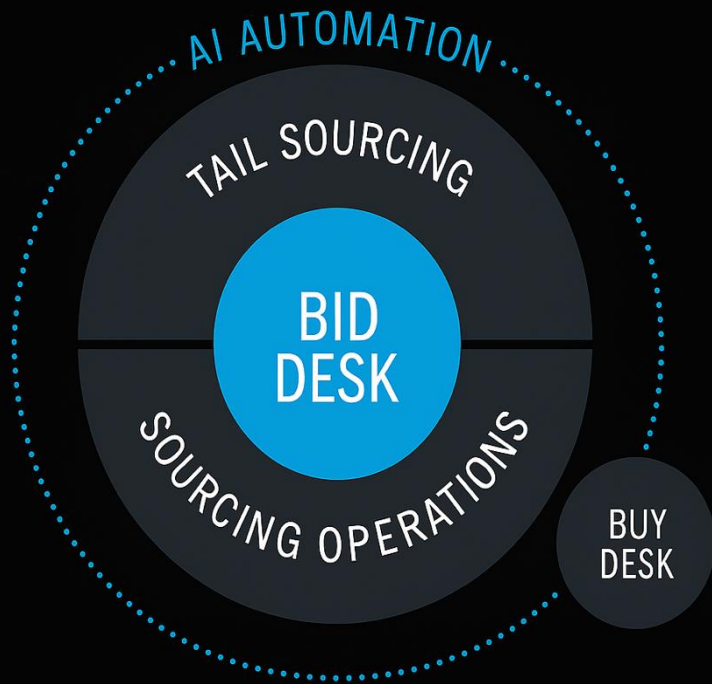


Platform Administration

Most Teams Have To Do More With Less, Which Makes the Long Tail Impossible To Capture



Cal State's Sourcing Operating Model



Bid Desk	The high-throughput sourcing engine, staffed by trained apprentices and guided by SpendHQ insights to execute competitive events quickly and consistently
Tail Sourcing	AI-enabled sourcing applied to low-value and fragmented spend, supported by apprentices and automation where traditional teams never scaled
Sourcing Operations	The escalation layer for complex, high-risk, or high-impact work, handled by senior practitioners with clear governance and decision rights
Buy Desk	A focused transactional buying capability that protects sourcing capacity while maintaining service levels
AI & Automation	SpendHQ continuously surfaces opportunity, while AI and automation orchestrate triage, execution, and governance across the entire model without adding headcount



RESULTS BY THE NUMBERS

\$873M IN SPEND
THROUGHOUT CSUBUY

45% REQUISITIONS ARE
APPROVED IN <1 DAY

32% REDUCTION IN CHANGE-
REQUEST BACKLOG

34% REDUCTION IN SUPPLIER
REGISTRATION TIME

6% REDUCTION IN
REQUISITION CYCLE TIME

19.5% REDUCTION IN
SUPPORT TICKETS

>51% INVOICES SUBMITTED
ELECTRONICALLY

\$12.7M

in savings on track to realize

\$30M

(surpassing our \$20M goal)

Top category savings

Toner
Hotels
Shipping



Seeing the opportunity is
table stakes. Capturing it is
the advantage.

See where you stand



Free sourcing assessment



Free talent assessment



www.risenow.com



Let's Discuss

Moderator: Madeline O'Phelan, CMO, SpendHQ



INSIGHTS SUMMIT AI EDITION

ROUNDTABLES:

- Be honest—if you dropped an AI and managed-services model into your organization tomorrow, what would stop it from working: **leadership willingness, org design, the way procurement success is measured, or something else?**
- The Hackett Group recent study shows procurement workloads rising while headcount and budgets fall. In your organization, **what work should procurement stop doing in 2026**—but probably won't unless something forces the change?
- A few speakers emphasized that **AI is an accelerator, not a replacement**. Where do you see this playing out most in your work—automation, categorization, decision support, or something else?
- After hearing real-world cases today, what's one operating model, process shift, or technology use case **that you're inspired to try in your own organization?**



Closing

Scott Macfee, CEO, SpendHQ



INSIGHTS SUMMIT
AI EDITION

INTRODUCING

SpendHQ Impact Awards

Honoring the innovators shaping procurement!

SpendHQ



Pathfinder

Recognizing teams at the start of their digital transformation journey who are laying the foundation for smarter, more strategic procurement.





Innovator

Celebrates those who don't just use data — they operationalize it to drive smarter decisions and new ways of working.



WARNER BROS.
DISCOVERY

COX[®]



Value Leader

These teams turn insight into outcomes, consistently translating strategy into savings, efficiency, and enterprise value.



EMORY
UNIVERSITY





AI Trailblazer

Recognizes bold adopters using AI to cut through complexity and elevate procurement's strategic influence.

COMPASS



Prudential





Spend Intelligence Accelerator

Organizations that rapidly
unlocked advanced spend
visibility and analytics to fuel
smarter strategy.



KEMPER



RALPH LAUREN

stryker[®]



Performance Management Leader

Turning insights into execution
through disciplined
performance management.

THE *Coca-Cola* COMPANY



Televisa
Univision



WAYMO



Change Management Pro

Because transformation isn't just about tools — it's about people, momentum, and lasting impact.

carter's®



SpendHQ



Cross- Functional Champion

These organizations don't treat procurement transformation as a standalone initiative — they collaborate with IT, finance, and other key areas of the organization to move the enterprise forward.

The logo for Humana, featuring the word "Humana" in a bold, green, sans-serif font.

Humana

The logo for ThermoFisher Scientific, with "ThermoFisher" in red and "SCIENTIFIC" in black, both in a bold, sans-serif font.

ThermoFisher
SCIENTIFIC



Milestone Award

Celebrating not just tenure
as a SpendHQ customer,
but true partnership that
drives procurement forward.

