



EXELIXIS®

Cutting Supplier Onboarding Time in Half

"We've already seen an improvement of around 45 to 50% in the supplier onboarding cycle times, so the team can now focus on more value-adding work."

Harsh Ganeriwala | Senior Procurement Systems Manager, Exelixis



staying tied down in repetitive verification work. Exelixis is now working with Relish to expand the engagement further, adding bank account ownership validation to build on the gains already made in onboarding speed.

Challenges

Exelixis' supplier onboarding operations had no reliable way to validate supplier information. The only option available to the procurement team was to make manual phone calls to suppliers to confirm their details, a slow, labor-intensive process that consumed a significant amount of the team's time.

The impact extended beyond procurement. Business stakeholders across the company began raising concerns that suppliers were not onboarded quickly enough, which in turn slowed down new supplier engagements and delayed the work those partnerships were meant to support.

The team tracked average supplier onboarding cycle time as its key operating metric, and that number was running high. On top of the operational drag, the tedious, repetitive nature of manual verification calls was contributing to broader engagement and morale challenges within the team.

Solution

Exelixis adopted Relish Data Assure to validate supplier information without relying on manual outreach. Instead of the procurement team placing individual verification calls to each supplier, Data Assure gave them a faster, standardized way to confirm supplier details as part of onboarding.

With manual phone verification largely eliminated, the team redirected their time towards process improvements and other efficiency gains, rather than

Outcome

Exelixis has already seen a 45-50% improvement in average supplier onboarding cycle time, directly addressing the slow turnaround that had been holding back new supplier engagements.

Eliminating manual verification calls freed the procurement team to focus on higher-value, strategic work instead of repetitive outreach, opening capacity the team didn't have before.

An unexpected benefit was a lift in team engagement and morale. Removing the tedious manual-calling workload directly addressed engagement issues the team had been facing, and the group now looks forward to expanding into bank account ownership validation for further gains.



relishiq.com/get-started