

The Amazon Business logo, featuring the word "amazon" in white with the Amazon smile arrow, and the word "business" in orange.

amazon **business**

# Delivering the future of procurement for large and mid-market enterprises

How businesses are transforming procurement  
to thrive in 2025 and beyond.

[Read more](#)

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# Trends reshaping your procurement function

As an organisation grows, its procurement function typically evolves to better support the strategic vision of company leadership. Procurement becomes less about supporting business operations and optimising costs and more about designing processes that support innovation and risk management.

Where procurement teams at smaller companies struggle with inefficient processes and managing operational complexity, those at mid-market and enterprise organisations face new challenges, such as:

- **Strategic lifecycle management**  
Procurement must evolve to drive cost savings, risk management improvements and ESG outcomes. There is often less of a focus on purchase price and more emphasis on optimising total cost-of-ownership or enabling innovation.
- **Managing supplier spend and complexity**  
As their companies expand into new markets, procurement teams must navigate supplier complexity across global locations. They are often responsible for managing relationships with thousands of vendors across the globe.
- **Investing in new technologies**  
Mid-market and enterprise organisations rely on technology and automation to

help them streamline compliance, risk management and cost optimisation processes. Procurement leaders must ensure these investments deliver the right results.

This eBook will help you to overcome these challenges. With insights from Amazon Business's Redefining the Digital Future of Procurement research, it highlights how European procurement decision-makers from mid-market and enterprise companies are advancing their strategies in 2025 and beyond.

Along the way, you'll see how Amazon Business can provide the digital capabilities your procurement team needs to achieve its goals.

## Key procurement trends

1. Ensuring stability and resilience
2. Managing budgetary constraints
3. Eliminating maverick spend
4. Transforming productivity with AI

# Ensuring stability and resilience

Large and mid-market enterprises need stable, reliable relationships with their suppliers to safeguard business resilience and avoid lost output or productivity. But geopolitical shifts, inflationary pressure and supply chain shocks are forcing procurement leaders to rethink how they manage risk.

“Uncertainty ratchets costs everywhere,” says Michael Lewis, Professor of Operations and Supply Management at the University of Bath School of Management. “Procurement teams now need to think about location and geopolitics in a way that was not a consideration even five years ago.”

As a result, procurement teams are looking to enhance supply chain resilience to better serve customer and business needs. For many, this means reducing over-dependence on individual suppliers, enhancing supply chain visibility and adopting new, more efficient operating models.

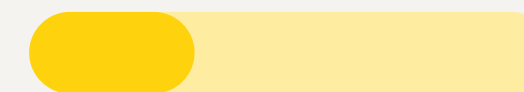
Respondents in our Redefining the Digital Future of Procurement survey cited “competitive pricing” as the top reason for rethinking their supplier bases in the coming months. “Supplier innovation”, “supply chain resilience” and “ethical sourcing” were also cited by many.

## 51%



of large European enterprises cite supply chain disruption as budget driver, compared to 42% of mid-market companies and 39% of SMBs\*

## 31%



expect to increase the number of suppliers for non-production spend next year\*

## 36%



of European mid-market and large companies expect to decrease the number of suppliers for non-production spend next year\*

\*Amazon, Redefining the Digital Future of Procurement, 2025



## Deliver stability with Amazon Business

Leveraging digital tools and managed spend solutions will help you to create stability in an unpredictable world:

### Increase flexibility and choice

Amazon Business gives procurement leaders access to a global network of suppliers that reduces a company's reliance on individual vendors. This lets you diversify or consolidate purchasing as needed, without reducing choice.

Compare pricing, delivery times, and product specifications across multiple vendors in real time, and access niche and specialised suppliers that may not be part of traditional supplier lists

### Rapidly approve new vendors

User Management allows customers to easily and securely manage permissions and access, assigning users to specific Groups and letting you add or remove users. Approval workflows enable quick purchase validation to adapt to supply disruptions while staying within budget.

### Support sustainability initiatives

Easily identify and purchase from small and diverse sellers as well as local suppliers. This supports supplier diversity initiatives and helps meet organisational procurement goals.

Climate Pledge Friendly badges help Amazon Business customers identify products with sustainability certifications, making it easier to make environmentally conscious choices. We also provide detailed product information, including energy efficiency ratings and recycled content percentages, enabling informed decision-making.

# Managing budgetary constraints

Budgetary squeezes are widespread within mid-market and enterprise company procurement teams. This is due to forces including sustained inflation, global supply chain disruptions and regulations requiring technology investment.

While budgets are rising for many, teams are still facing pressure to cut costs and secure better terms with key vendors. Comparing prices and sellers will help to ensure they get the best value for their budgets. However, these vetting processes can be time-consuming and tedious when done manually.

At the same time, procurement leaders at mid-market and enterprise companies are expected to look beyond minimising expenditure to make strategic decisions that enable wider business objectives.

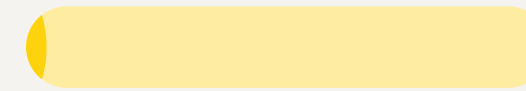
As they work to enable innovation by identifying partners who can drive growth, teams must shift from transactional buying to strategic value creation.

42%



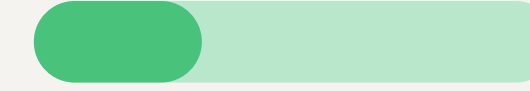
of European large and mid-market companies outperformed their budgeting targets in some or all areas in the last financial year\*

2.1%



The procurement budget rises large and mid-market enterprises expect this year\*

32%



expect their budgets to fall the coming year, compared to 41% of procurement decision-makers at SMBs\*

\*Amazon, Redefining the Digital Future of Procurement, 2025



## Deliver cost optimisation with Amazon Business

To navigate budget pressures effectively, procurement teams need the tools to secure the best prices for the items they procure:

### Streamline price comparisons

Amazon Business is a one-stop shop for business essentials at low prices, eliminating the need for time-consuming store visits or seller cost-comparisons. This saves time on tedious procurement tasks.

### Unlock cost savings

Amazon Business offers business-only pricing and quantity discounts, access to exclusive pricing and bulk purchase savings. This helps organisations reduce costs and maximise budgets.

### Enable greater payment flexibility

Improve cash flow management, simplify reconciliation by consolidating invoicing, and streamline accounts payable processes with Invoice by Amazon. This payment solution allows qualified customers to pay by invoice with extended payment terms.

### Simplify cost management

We simplify expense management by separating personal and business purchases, as well as providing efficient tools that support high-volume orders and quote requests.

### Reduce shipping costs

Unlock unlimited, fast free shipping on eligible items. Business Prime\* saves time and money on shipping, increases efficiency and control. Eliminate shipping costs for frequent, low-cost orders—something that's especially valuable for decentralised teams and multiple locations.

\*Business Prime is a subscription service that provides fast, free shipping on eligible orders—plus spend control tools, spend visibility analytics, and quantity discounts.



# Eliminating maverick spend

Purchases made outside of approved procurement processes are commonly called “maverick spend”. This kind of spending erodes negotiated savings, increases compliance and ESG risk through exposure to unvetted suppliers, fragments the spend data needed for accurate reporting and forecasting, and weakens supplier relationships by diluting volume commitments.

The impact of maverick purchases can quickly snowball across a large or mid-sized organisation. As a result, procurement leaders at these companies are looking for technical solutions to minimise its impacts.

These may include:

- Enforcing purchasing policies**  
 Ensuring employees are purchasing from recommended sellers requires significant oversight that is only possible with full spend visibility and automated purchasing controls.
- Maintaining cybersecurity and regulatory compliance**  
 Enterprise procurement teams must ensure their colleagues buy from approved vendors to guarantee alignment with company policies.
- Improving visibility into non-production spend**  
 Proactively monitoring and managing employee purchases is only possible when procurement teams have a centralised source of accurate data.

## 52%



of European large and mid-market companies have mandatory managed spend arrangements for all non-production spend\*

## 57%



say managed spend agreements cover more than half of all company expenditure\*

## 52%



say ‘time for suppliers to provide quotations/proposals’ is the top challenge they face when conducting tendering processes\*

\*Amazon, Redefining the Digital Future of Procurement, 2025

## Deliver control with Amazon Business

Centralised tools with robust controls and automation capabilities can empower you to streamline processes, enhance visibility and reduce inefficiencies:

### Automate procurement guardrails

Amazon Business reduces time spent on manual oversight through e-procurement automation tools that ensure control, efficiency and compliance. This enables procurement teams to reclaim their time while maintaining visibility throughout the end-to-end procurement workflow.

### Promote compliance and efficiency

Customise buying experiences to follow internal purchasing policies, encourage business with preferred vendors and improve spend control with Guided Buying. By setting policies and flagging preferred products, this feature aligns purchasing with budget goals and procurement strategy, guiding behaviour without micromanagement.

### Unify your procurement systems

Streamline purchasing and enhance procurement processes by connecting Amazon Business with your existing eProcurement platforms. We offer ERP integration with systems like Oracle, Coupa and SAP for centralised data and reporting.

### Streamline approvals processes

Set up multi-step approval processes for purchases with Buying Policies and Approvals. These workflows ensure appropriate oversight and control over organisational spending. Automated tools and customisable buying policies, such as promoting preferred products and sellers, ensure any purchases align with your procurement goals, spending limits and compliance requirements.



# Transforming productivity with AI

AI is proving its value in key areas such as real-time spend classification, supplier risk monitoring, contract analytics and predictive forecasting. These are all use cases traditional procurement processes typically struggle at scale.

Teams using AI-powered tools can unlock faster insights, automate routine tasks, detect savings and spot compliance gaps that would be invisible otherwise. This lets them respond to disruptions with greater agility.

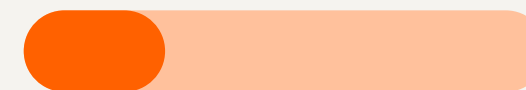
As expectations grow for procurement to deliver resilience, sustainability, accountability and innovation—not just cost savings—AI capabilities increasingly define which teams can lead versus lag.

“

We have a long tail of suppliers which has historically lacked oversight. It's a balance around time, effort and cost. However, in the current environment, we're looking at everything.”

**Suraj Naik**  
Group Procurement Director  
Capita

## 26%



of large and mid-market enterprises are using AI-powered real-time spend analytics tools already\*

## 58%



say there is resistance to AI adoption in their teams, making this the largest barrier to AI adoption today\*

\*Amazon, Redefining the Digital Future of Procurement, 2025



## Deliver innovation with Amazon Business

Leveraging AI tools can help procurement teams to maximise productivity and make the right decisions to achieve your strategic goals:

### Enable real-time supplier analysis

Our integrated analytics and spend visibility features enable decision-makers to gain deep insights into expenditure patterns, facilitating informed budgeting decisions and identifying potential cost savings.

Unlock real-time insights into order history, spend patterns and supplier usage with the Analytics Dashboard, and get line-item reports and reconciliation tools for budgeting and financial tracking with Custom Reports.

### Gain full visibility into your procurement spend

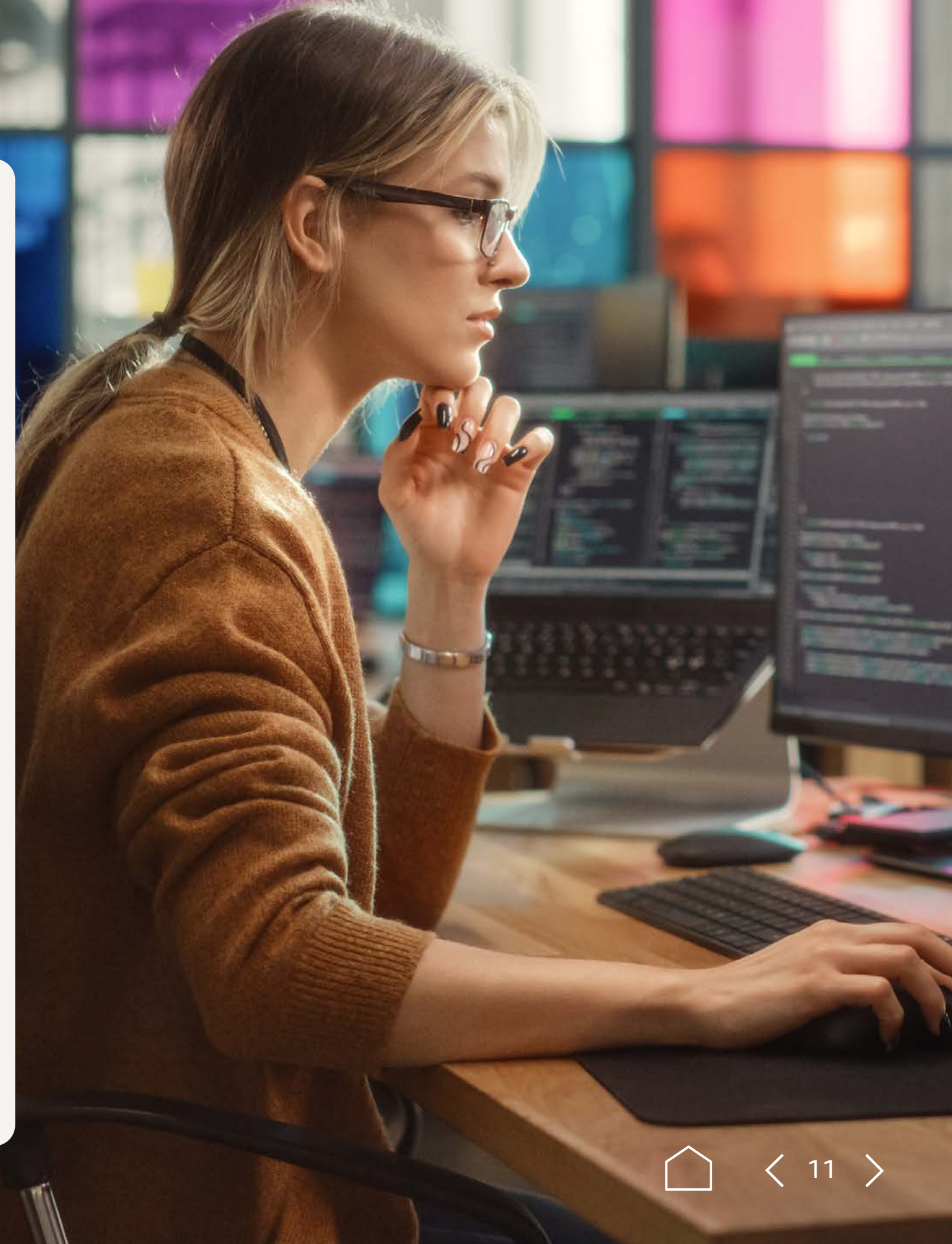
Amazon Business offers large and mid-market companies flexible payment and budgeting solutions designed to ensure fiscal responsibility.

Leverage controls and approval workflows to reduce maverick spend and improve compliance with Buying Policies. Business Prime users can also leverage interactive dashboards to track purchases by category, user or supplier and uncover savings opportunities with Spend Visibility.

### Automate compliance processes

We use AI to automatically classify spend and enforce Guided Buying policies. This ensures that purchases align with company-approved categories, helping to prevent off-policy or non-compliant purchases in real time.

AI also continuously monitors transactions and supplier data, detecting discrepancies or risky purchases that fall outside your policy parameters. This real-time oversight helps to correct compliance breaches before they impact company operations.



## Case Study

### Streamlining loyalty program efficiency for a petroleum product giant

How Q8 has innovated its loyalty program, improved their customer experience and created efficiencies within its organisation.



#### The challenge

Q8, petroleum product distributor, aimed to modernise its ClubQ8 loyalty programme to better reflect its customer-centric mission. The legacy process for redeeming rewards was slow and inefficient, with delivery times averaging 20 days. Managing suppliers, inventory, shipping and returns created operational complexity and diverted focus from higher-value customer initiatives.

#### Solution

Q8 reinvented the rewards redemption experience with Amazon Business. We became the exclusive supplier and logistics provider for the ClubQ8 catalogue, offering a curated selection of more than 80 items.

Customers can now earn points at Q8 stations, browse and redeem rewards via web or app, and receive their items within two days through Amazon's fast, free delivery. Amazon Web Services (AWS) delivers the underlying infrastructure, powering user interfaces and internal systems for managing rewards, points, customer tiers and order communications. AWS also enabled personalised user experiences and real-time order updates through SMS.

#### Results

Reward delivery times dropped from 20 days to just two, significantly improving the customer experience. Q8 eliminated the need to manage multiple suppliers and logistics processes, increasing internal efficiency. The initiative positioned Q8 as a pioneer in loyalty innovation in Italy's fuel retail sector.

“

We are certain that this is just the beginning of a long-lasting business relationship. We are industry pioneers in Italy, and this has only been made possible by the trust we place in this new partnership.

**Gherardo Bisi**  
Marketing Director, Q8



# Why Amazon Business

## Scale & adoption

6 million+ businesses use the platform, including 8 million+ active customers worldwide and 96% of Fortune 100 companies.<sup>1</sup>

## Significant ROI

Organisations see an estimated **324% ROI** over three years from combined Amazon Business and Business Prime usage.<sup>2</sup>

## Spend visibility and analytics

We provide powerful dashboards and reporting to enable clear insights into total spending, cost savings and purchase patterns.

## Seamless integrations

Amazon Business supports integration with more than 100 procurement, payment and ERP systems, including Coupa, Oracle and SAP.

## Ensure compliance

Our guided buying tools ensure compliance with policies on sustainability, supplier diversity, and local sourcing.

## Facilitate sustainability

As a co-founder of and signatory to The Climate Pledge, Amazon is committed to achieving carbon-neutral operations by 2040.

## Enterprise-level efficiency

Streamlined quote requests for bulk orders help teams get competitive bids quickly, while line-item invoicing, VAT compliance and purchase-order matching reduce administrative overhead.

## Consumer-grade experience

Amazon Business offers the user-friendly Amazon.co.uk interface—but tailored for business use—with fast shipping, a vast selection and machine learning recommendations.

<sup>1</sup>Amazon, Amazon Business customers across Europe accelerate digital transformation, 2021

<sup>2</sup>Forrester, Total economic impact of Amazon Business with Business Prime, 2023

# Deliver the future of procurement today

Simply reach out to a customer advisor to get started.