

INSIGHT SOFTWARE PORTAL DELIVERS COST SAVINGS TO NALCO

The Client

Nalco Company is the leading integrated water treatment and process improvement company in the world. Nalco's 11,000 employees work with more than 70,000 customers in 130 countries in industry, government and institutions to reduce water and energy consumption by solving and preventing problems, protecting the environment, decreasing costs, increasing productivity, improving profitability by reducing customer total costs of operation, and maintaining asset reliability.

Nalco works to meet its customers' needs through its commitment to identifying, nurturing, protecting and growing new technologies. The company applies advanced scientific principles and techniques to develop practical solutions to challenges in a wide variety of industries and applications.

The Requirement

As a global organisation, Nalco found purchasing the necessary software to run its business a time-consuming process, involving multiple emails, faxes and phone calls, in addition purchasing was difficult to track. The company required an automated, efficient, and cost-effective method to replace this predominantly manual process.

The Solution

To solve these issues, Insight proposed Nalco trailed its online software portal, 'Insight Software', to automate the purchase process and manage all phases in the software lifecycle. This full-service online portal enables organisations to reduce their authorisation processes ensuring correct licensing, prevent uncontrolled purchases and hence have total software expenditure under control. Key functionalities:

- Global standardisation locally at a cost-effective price
- Customised workflow management
- Customised to suit your procurement processes
- Integrated order, invoicing and order tracking system
- User-friendly support by means of intelligent functionalities
- Automated supplier integration
- Individual catalogue adjustment
- High-performance analysis system
- Comprehensive search functions

The Results

Insight interviewed Nalco's IT Services Coordinator for the EMEA region, who is responsible for all software and hardware requests and orders within the EMEA region:

How many people use the site within your organisation?

I am the only person in the EMEA region but colleagues from other regions (for example North America) are also using the Insight Software online portal.

What areas of the site do you use most frequently?

Software purchasing mostly but I have also created our Company and Personal Favourites, which are really useful to find frequently ordered software.

How have these features helped make your processes better?

The 'favourites' function saves me a lot of time as I don't have to conduct searches or memorise part numbers. I can easily follow up orders with the order numbers.

What are the key benefits to your organisation?

I would say the major benefit to Nalco has been the cost savings made on our software purchases.