



Case Study 04

e-procurement via MyInsight delivers
cost savings for Halcrow

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PROJECT SUMMARY

Requirement

Halcrow were actively seeking methods to automate and ease IT procurement. Any efficiencies found through the use of an e-procurement solution would have to be measurable yet the solution would also need to comply with internal purchasing processes such as authorisation and sign off.

Solution

MyInsight was configured for Halcrow to deliver a streamlined purchasing process that enabled management control over a pre-agreed Halcrow product set. By locking these products down Halcrow would ensure that the IT budget would only be spent on company approved products. Additional functionality such as management reporting and user profiles ensured a feature rich solution – deployed by Insight at no cost.

e-procurement via MyInsight delivers cost savings for Halcrow

Halcrow specialises in the provision of planning, design and management services for infrastructure development worldwide.

With a significant spend on IT equipment Halcrow needs to maintain the most efficient use of resources to meet tight budget constraints. They identified two key areas of development for greater control of their IT budgets.

Increased efficiency through a controlled product set - reducing the range of products supported Streamlining order processing to reduce costs and employee downtime.

By seeking mutually beneficial relationships with suppliers, providers of services and joint-venture partners, Halcrow worked with partners to jointly identify cost reduction methods.

By moving to a genuine e-procurement model Halcrow believed that these two aims could be achieved and their impact effectively measured.

e-procurement has become a terminology that has been overused to the extent that its true meaning has been diluted. Its original definition offered a vision of order visibility from end-to-end, management reporting capabilities, the ability to define user profiles (buyers, browser....etc) and through this ease the order processing for organisations by automating order workflow.

Today, every company with a website that accepts online payments, positions this as an e-procurement solution, in reality this is merely

'e-ordering', true e-procurement should offer a host of additional functionality.

In 2000, Insight recognised that business users needed more than a standard transactional website could offer and embarked on creating 'MyInsight', an e-procurement tool that would be customisable for every business user.

Only by offering a truly customisable procurement solution would each Insight customer benefit - this was not a 'one-size-fits-all' approach that we could re-brand as a 'bespoke procurement tool' – this was a comprehensive and continuing approach to deliver true e-procurement at no cost to our customers across the world.

The following case study highlights how Halcrow utilised and configured MyInsight to meet their procurement objectives.

Halcrow defined catalogue

Halcrow's Supplier Manager for Insight, Bob Friend, explains 'e-procurement has always been viewed by Halcrow as the obvious method for procuring company approved IT product. The only way we could implement this was by locking down our own online catalogue of products at the pricing we had agreed with Insight.'

MyInsight was then configured so Halcrow buyers only had visibility of Halcrow approved product. This removed the potential for spend with Insight across some 79,000 unapproved products and ensured Halcrow had control of what was being purchased at the source. The



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BOB FRIEND
MIS COMMERCIAL



ability to define a customer-specific catalogue is the key aspect in controlling and eliminating spend on unapproved products and is the cornerstone of e-procurement.

User profiles, automating workflow

As with any company resource, controlling who has access and what they are authorised to access is a fundamental requirement. This is no truer than within a company's ordering process. Historically the process involved: getting a quote, raising a Purchase Order and requesting sign off from the budget owner or approved senior member of staff.

'At Halcrow we have a full-time purchaser for the day-to-day IT requirements of the company. Using MyInsight we were able to define this individual profile so they were able to proceed with orders up to a defined value. If that value is exceeded Halcrow policy dictates that a senior member of the IT department needs to authorise the purchase. MyInsight was able to replicate this process for Halcrow, if the order value that the purchaser has approval up to was exceeded the relevant member of staff was automatically notified that their approval was required for the order to proceed 'This is the functionality that really set Insight's offering apart from other resellers and defines MyInsight as more than just a standard web offering'.

With 10 user profile settings, MyInsight ensures that customers are able to ensure that the rights to conduct and finalise purchases remains with the approved individuals.

Easing those standard, regular orders.

One of the more frustrating aspects of raising orders is regular requirements for the same item. Take for example a monthly request from your marketing department for colour toner cartridges, or for new starters needing a new PC, monitor, keyboard and mouse.

Requirements such as these can be 'bundled', this allows you to create your own bundles for instances such as those described previously. For example, you can create a bundle called 'marketing print consumables' containing multiple products and have this available via MyInsight. If you give the marketing department access, and profile them, they are able to go online, request the bundle and this request will then enter your pre-defined process to ensure sign-off occurs as per company policy.

The benefits are clear, you are eliminating calls from marketing to your department and eliminating the need for your department to raise a quote each time.

Management reporting

MyInsight offers enhanced management reporting, allowing organisations to view transactional history such as Account Statements and order history. Aside from these reports MyInsight also offers online order tracking from order receipt to viewing signatures upon delivery.

By addressing commodity purchasing, which accounts for the majority of IT-related POs and subsequently administration costs, users will experience a lower cost of procurement. The streamlining and automation of business processes offers tangible cost savings for your organisation and improved management of the procurement process.

The ability to access and export management data from Invoice and PO history through to online account statements will assist you in budget management against cost centres by ensuring you have accurate information to hand.

'Not only did this reporting allow Halcrow to extract and manipulate data but when combined, with the user profile function, we were able to provide our accounts team with direct access to this portion of MyInsight, eliminating the IT department's need to inform accounts of the current status of our Insight account.'

Additional Functionality

Implementing MyInsight has provided Halcrow with the following functionality:

- Fully customised and branded purchasing experience
- 24 hour availability, 365 days a year
- Unique URL and encrypted password protection
- Ability to define user profiles (buyer, browser-only...)
- Customer-specific product catalogues and pricing
- Invoice and Purchase Order history
- Order tracking facility
- Online returns
- Real time stock supported by an Enhanced Stock System (ESS)
- Dynamic search engine
- Vendor kiosks for specific product pricing, information and technical specifications
- Acceptance of procurement cards
- On-line product configuration
- Ability to bundle product groups

All management reporting is available formatted or for download in ASCII format for data entry into industry standard reporting tools from Microsoft to Crystal reports.

Conclusion

'Without doubt MyInsight is of great benefit to Halcrow, it has removed some of the employee 'down-time' associated with orders. We have found MyInsight to be integral to ensuring that defined IT standards are adhered to through the approved online product selection and the use of user profiles.'

Insight believe that we are now in a financial climate and competitive landscape that means customers should demand more from their suppliers – MyInsight is feature rich and offers a level of an advanced level of procurement functionality at no cost to the customer.

'Our Account Manager worked tirelessly at the outset to get Halcrow's MyInsight page exactly how we wanted it. We were functional and actively using the solution within a fortnight of requesting it.'

MyInsight has over 8000 successful deployments in the UK alone. Many of our customers are now experiencing the benefits of this procurement solution.