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Devon County Council Case Study

Customer Profile

LOCATION

Devon, UK

BUDGET

£460 million

THE PRODUCT

cloudBuy eMarketplace

BENEFITS

- All key suppliers using one system and one simple process means speed and efficiency of ordering and invoicing.
- Major savings per transaction from moving to the electronic process.
- Improved market information and top level spend analysis means tracking what is spent with who, is now possible
- Focus on suppliers which has delivered better planning.
- Provides the tools and spend analysis to identify and manage all of the councils spending.
- Cashable savings year on year.

The Challenge

Following a national strategic eProcurement project, Devon County Council (DCC) embarked on their journey to deliver the recommendations. Leading this initiative was Kevin Balding, a Principal Procurement Officer at the Council.



We needed a system that could deliver real procurement savings and meet the challenge of integrating with Finest, our internal finance system. When we started a fax was considered electronic, but I could see there was a greater opportunity for efficiencies by using a total electronic purchase to pay solution.



The key criteria for the project were set, functionality, flexibility and price. cloudBuy met the brief and have worked continually with Devon County Council to deliver effective eProcurement.

The Solution

The key to Devon's success was their approach to supplier adoption. While many other organisations have followed an approach of focusing on what they believe to be their 'top' suppliers regardless of the good or services provided Devon focused on specific highly transactional goods and services

they knew particular user groups required. This meant effort was directed to specific suppliers with a known 'market' of users waiting to buy. As a result users were happy to adopt the system as the suppliers and goods and services they wanted were there, and suppliers were similarly pleased as they received the predicted business; a real win-win.

Devon now has a mature community of suppliers on board and continue to realize cashable savings from e-Procurement.

The Innovation

As a result of the success from using the marketplace, Kevin and his team saw potential in another area.



We had been very successful across suppliers of a range of goods and services, however during a recent exercise to outsource the councils printing, print costs seemed to fall into a difficult category to track .



Kevin's analysis of this problem led him to understand that print costs were attributed to a range of budget codes which were not necessarily print related.

This meant it was almost impossible to truly identify or manage Devon's print spend effectively.

Devon CC set up a Print framework contract where use of the eMarketplace was mandatory.

Working with cloudBuy to develop the system DCC produced a print quotation template which provides the essential information required by print suppliers to enable them to quote and making the system easy to use by non print professionals.

Use of the cloudBuy eMarketplace provides DCC with instant accurate and easily accessible print spend analysis data, and the opportunity to effectively manage print.

Using the system in this innovative way for printing services demonstrates the flexibility that still exists in the system capabilities today, and reaffirms the original choice of the cloudBuy eMarketplace solution.

The cost of a procurement transaction has been reduced by 90%

Number of transactions processed has trebled over 3 years the system has been live.

Knowing what you should enforce versus what you should encourage is key

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