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Huntingdonshire District Council Case Study

Customer Profile

When Huntingdonshire District Council first investigated eprocurement marketplaces they were surprised at how realistic the initial quote from cloudBuy was in comparison to the other contenders.

“There were two main selling points, as far as we were concerned,” said Nigel Arkle, eprocurement manager, Huntingdonshire District Council. “The cost was very realistic and attractive, and the users perusing the systems found the cloudBuy Marketplace system the easiest to use.”

The system was built and implemented over the past year and has surpassed its promise of cutting costs, particularly in the council's printing services area. As part of the council's marketplace implementation, a print quotation facility was established, called Print Framework. Suppliers were encouraged to join the Print Management system and council users were required to post requests for quotation via the Print Framework site.

Rolling out the new marketplace was not without its challenges however. Mr Arkle reports that as expected the supplier adoption process was challenging at times, though now at the other end of the process suppliers are pleased with the ease of access to Council RFQs and with the streamlined approach to eprocurement business.

In contrast the council's users were motivated to use the

system by realizing a) the cost savings that could be garnered from the marketplace, b) the ease of use, and c) the ease with which the marketplace enabled council staff to comply with the Remedies Directive.

It was an easy sell, as the council staff found the system easy to adopt and easy to use.



The result has been superb, we have seen at least a 50% reduction in prices

Nigel Arkle, e-Procurement manager

Suppliers are pleased
with the ease of
access to Council
RFQs and with the
streamlined approach

“ At first there were some difficulties associated with understanding the concepts, but once that hurdle was jumped, our staff – many of whom who are not familiar with IT systems – found it easy to adopt. Everything did what it said it did.

Nigel Arkle, e-Procurement manager

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From an IT development and administration perspective Mr Arkle also pointed out that they were given all the tools to self-build a system to suit.

Council staff found the system easy to adopt and easy to use.

“ I liken it to being given Lego bricks, each with different connectors. We were given an understanding of the key concepts but were also given the freedom to design something to fit our specific requirements. We were given great advice about how to build approval structures within the systems and logical rules, but were not restricted to a prescribed structure. In that respect, I would expect that each marketplace build was unique.

Nigel Arkle, e-Procurement manager

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Huntingdonshire District Council has not had any extraordinary concerns or difficulties although the initial integration with their internal financial systems proved difficult at first.

“ We expected that to be honest. We knew that integration with Cedar could be problematic but it was very much at our end, not cloudBuy. Whenever we encountered problems we expedited the problem to cloudBuy and to their credit they responded quickly, typically within a matter of days with a fix or workaround

Nigel Arkle, e-Procurement manager

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