



The University of Queensland

Background

The University of Queensland (UQ) is one of Australia's leading research and teaching institutions and is ranked in the world's top 50 universities. Emboldened by a record of success and the prospect of contributing to the answers to the world's great challenges, we aim to deliver benefits to society and the environment worldwide.

What we needed

We were looking to implement a solution to help academic and professional support staff find and order items quickly and easily. We needed a seamless, automated solution to cater for our purchase of high turnover, routine, low risk and low unit value items. In essence, a one-stop shop to provide one central place for staff and students to find, compare and buy consumables and equipment.

Finding a solution

After careful consideration of the options on the market, we decided on the Advanced Cloud Marketplace as it supported our procurement approach and met our need for greater transparency, richness of spend data and improved risk and compliance. The solution could also be fully-integrated with our existing ERP solution.

Advanced were the clear choice for us for the following reasons:

- > Advanced contract and onboard suppliers on our behalf, enabling us to focus on developing and nurturing our relationships with suppliers.
- > Suppliers manage their own catalogues so that the administrative burden is removed from us yet full control is maintained.
- > A truly competitive marketplace; subject to competitive tension and price fluctuations, which is optimal for deriving best pricing.
- > The solution gives us the opportunity to rationalise our vendor list and consolidate tail spend which also leads to significant savings.
- > Training for end users is minimal as the system is intuitive and user-friendly.
- > Proven service delivery as Advanced already works with a variety of universities.

Our end users now have access to a quick and easy tool for their procurement needs. They also mentioned the benefits that they are now able to realise including data richness, improved supplier relationships, process efficiencies, less administrative burden (and therefore costs) and ultimately satisfied customers, whose time is better spent on research rather than procurement endeavours.

Client >

The University of Queensland

Sector >

Higher Education

Project >

Implementing the Advanced Cloud Marketplace

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The Implementation

We initially focussed on our most complex, high spend category of laboratory supplies and took a risk-averse phased approach to implementing the Marketplace, starting with the Faculty of Science. After three months, we had rolled the Marketplace out to all of our staff and postgraduate students.

Over the past 12 months, we had amassed 1,900 active users (most of whom had minimal or no system training). Users have access to 2.5 million products, across multiple categories including lab consumables and equipment, chemicals, electronics, stationery, IT hardware, software, audiovisual products and furniture. We currently average 3,000 purchase orders per month and climbing. The recent implementation of the invoicing module will see these purchase orders converted into electronic invoices, providing touchless transaction processing directly into our ERP system for payment.

Realising the benefits

- > **Process Improvement** – The Marketplace now allows for a more efficient use of staff time and resources. Previously, the end-to-end process would comprise of around 15 individual steps but this has reduced down to 7, and with e-Invoicing being implemented, this will reduce this down to 4 steps. Researchers can now focus on research, with time-savings now being reported at 75% when procuring items.
- > **Self-Service** – One of the biggest benefits is that the purchasers can start using the intuitive system immediately, with little to no technical support or assistance.

- > **Price Uniformity** – All purchasers now have the same prices, regardless of location, which promotes equality and fairness in the market.
- > **Price Reductions** – Increasing process efficiencies for both parties, as well as working more closely with suppliers, has enabled price reductions. More than £34,000 was saved in one month's spend for one supplier.
- > **Improved Visibility and Transparency, in real-time** – We now have access to a higher level of data richness, which in turn helps structure future category management plans and ultimately leading to financial gains.

We have conducted roadshows across all sites to educate, convert, reassure and promote champions to enable a smooth rollout and user adoption. End-user feedback has been very positive.

Our success is driven from being customer-centric; focusing on the need of the stakeholders, taking into account the 3,200 academics, 500 technical support staff and 4,600 postgraduate students that need items every day.

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