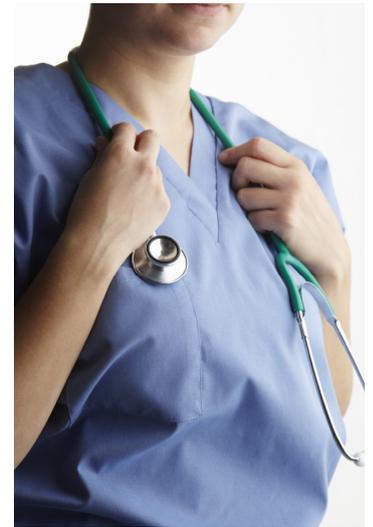


THE EMARKETPLACE SOLUTION ALLOWS NHS WALES TO REDUCE THE AMOUNT OF PAPER INVOICES

NHS Wales has been at the forefront of efforts to improve the efficiency of back office operations and, in doing so, release resources for patient care. Since 2006 it has operated a shared service centre providing finance support to all 10 Local Health Trusts/ Boards in Wales using an Oracle ERP system. More recently it has joined the xchangewales e-trading programme, supported by Procsolve (now a Basware company), to help Trusts/Boards secure further substantial efficiencies in their ordering and invoicing process.



The Challenge

Before 2009, NHS Wales relied upon a mixture of ordering via email and fax, and the manual entry of paper invoices. It wished to replace these solutions with a more efficient process which was also fully HMRC compliant for e-invoicing. The solution needed to be secure and enable requisitioners to share access to the contracts and catalogues that provide best value for money.

The Solution

In appointing Procsolve (now Basware), Value Wales had a number of specific goals. Specifically, it wished to achieve the following across the Welsh Public sector although some of these were not applicable to the NHS as they were operating the Oracle system.

More efficient ordering

Procsolve's solution (now the Basware Commerce Network) allows user requisitioners to place orders electronically, either as free-text orders or selections from a catalogue. The system also allows a straightforward request for quotation to be sent electronically to multiple suppliers capable of fulfilling a requirement, and to collect quotations and sort them in price order.

NHS Wales also required a replacement catalogue system which would allow all Trusts to order swiftly and accurately from a single, shared catalogue. By using Procsolve (now Basware), NHS Wales joins the wider xchangewales e-trading community and has the opportunity to access other pan-public sector catalogues where this will provide good value for money.

Improved order fulfilment

The solution meets NHS Wales' objective of allowing major suppliers to integrate fully their order management systems so that Purchase Orders can be collected electronically as soon as they are sent, and invoices provided automatically, with no user intervention required.

More efficient invoicing

The Procsolve Commerce Network (now the Basware Commerce Network) allows NHS Wales to reduce the amount of paper invoices being received, processed and scanned. It provides an e-invoicing solution that does not require user intervention to load the invoice into their Oracle iProcurement instance. This does require supplier adoption which does need effort on the part of both parties but once the required connections have been made the system is integrated.

High levels of security

The Procsolve (now Basware's) platform meets NHS requirements to be accessible via the secure NHS N3 network and interface into the Welsh secure Public Sector Broadband Aggregation network (PSBA).

"The joint approach meant that the roll-out was co-ordinated effectively."

Customer

NHS Wales

Industry

NHS

Location

Cardiff, Wales

Procsolve (now Basware's) solutions in use

eMarketplace

RFX suite

How Procsolve worked with NHS Wales

NHS Wales led the project forming an implementation team including both the Shared Service Centre, Local Trusts/Boards, Patech (the system integrator), Procsolve and the xchangewales programme. This joint approach was important to ensure that the roll-out was coordinated effectively. The project team worked to a common implementation plan, with functionality introduced in a staggered way following rigorous testing.

This was a high profile and challenging implementation, not least given the number of organisations involved and the particular security dimension. Procsolve provided continuing support throughout and accommodated a number of requests to meet the very specific needs of NHS Wales. It assigned a highly experienced specialist who attended regular project meetings providing advice and support to the project team throughout. Procsolve also provided briefing and consultation to senior NHS and Welsh Assembly stakeholders to ensure that their needs were fully understood and acted upon.

Results and benefits

Currently all Local Health Boards/Trusts within Wales are live and able to issue electronic purchase orders and invoices. Feedback from users suggests that the Procsolve solution is flexible and easy to use, meeting their requirements.

Phase 2 of the project brings access to the catalogue system, which will result in the NHS realising further efficiency through not having to maintain internal catalogues within Oracle. This will generate further savings in terms of more efficient handling of catalogues and more control over spend.

“Procsolve’s (now Basware’s) solution allows NHS Wales to reduce the amount of paper invoices being received, processed and scanned.”



Basware is the global leader in providing purchase-to-pay and e-invoicing solutions in the world of commerce. We empower companies to unlock value across their financial operations by simplifying and streamlining key financial processes. Our Basware Commerce Network enables easy collaboration between buyers and suppliers of all sizes. With Basware, businesses can introduce completely new ways of buying and selling to achieve significant cost savings and boost their cash flow.

Find out how Basware helps money move more easily and lets commerce flow at www.basware.com

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