

# DCLG SET TO IMPROVE BOTH THE SPEED AND ACCURACY OF THE PROCUREMENT PROCESS THROUGH AUTOMATION

The Zanzibar solution (now the Basware Commerce Network), delivered by Procserve (now a Basware company), was chosen by the Department for Communities and Local Government (Communities) to support their drive towards improving their procurement processes. Zanzibar has been successfully and seamlessly integrated into their existing SAP purchase-to-pay system.

It only took three months for Zanzibar solution to be implemented and for the Communities to start realising the benefits which they were aiming for, namely:

- Reducing paper from the procurement process
- Reducing manual errors
- Providing a technology platform for ensuring consistent pricing amongst suppliers and simplifying the process for adding new suppliers

Staff doing transactional procurement will now be able to focus on more value added activities rather than dealing with paperwork.

## The Challenge

The existing SAP procurement system already included some electronic procurement functionality, but Communities wanted to reduce the operational overhead of maintaining the system. Adopting new suppliers onto their SAP platform was a time-consuming and resource intensive process.

“Staff have been able to refocus efforts on more value-added activities.”

Prior to the implementation of Zanzibar, only a few suppliers were integrated with Communities' SAP system, due to the complexity and expense of integration which also involved the use of a variety of file formats. The Department's procurement process involved the production of lots of paper which could go astray and cause delay. Manual intervention was often required to match the invoices to the original purchase order. Communities wanted to improve both the speed and accuracy of the procurement process through automation.

## The Solution

Zanzibar was identified as a solution which could deliver these benefits as it uses a standard transaction format (cXML) for suppliers to trade electronically. Once implemented, they can trade with any other buying organisation that is subscribed to Zanzibar. Following the scope and readiness assessment, Procserve (now a Basware company) supported the Communities with everything from the creation of the business case, to the integration of Zanzibar with the SAP infrastructure, to the first end-to-end transaction being processed. Procserve delivered the implementation using the 'Delivering Change Effectively' methodology which concentrates on:

- Adopting users
- Adopting suppliers
- Managing communications and stakeholders
- Technical integration.



## Customer

The Department for  
Communities and  
Local Government

## Industry

Government

## Location

London, UK

## Procserve (now Basware's) solutions in use

The Procserve Commerce  
Network

eMarketplace





**About Communities**

Communities was created in May 2006 to manage the UK government's agenda to create prosperous and cohesive communities, offering a safe, healthy and sustainable environment for all citizens. It spends over £200million on goods and services to support this aim.

**Results and benefits**

The following benefits have been achieved by the Communities:

- Staff have been able to refocus efforts on more value-added activities
- Reduced effort required to process transactions
- Eliminated the number of invoice discrepancies
- Increased visibility of contracts with suppliers and the associated prices
- Increased number of electronic purchase orders and invoices delivered through the SAP system
- Enabled suppliers of all sizes to trade electronically with the Department.

“We are now revising our supplier adoption strategy purely on a commodity basis and looking at commodities where there are lots of purchase order transactions and to bring them into Zanzibar.”

**Head of Procurement, Policy & Systems**  
Department for Communities and Local Government



“The beauty of going into Zanzibar is that we do not need to maintain any of the catalogues as they are maintained elsewhere, which results in considerable savings in efficiencies and time.”

**Head of Procurement**  
Department for Communities and Local Government



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](http://www.basware.com)

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