

Case Study

Softcat



About Softcat

Softcat is a leading IT infrastructure provider to corporate and public sector organisations. It provides customers with core IT platforms, encapsulating software licensing, client computing, data centre infrastructure, networking and security, and IT services for on-going support and management.

With a 99% customer satisfaction rating and a Net Promoter Score of +67, Softcat enjoys an excellent trading relationship with their customers.

Founded in 1993, Softcat is currently privately owned company. It achieved revenues of over £500 million in its last financial year and has been profitable since inception, resulting in a strong balance sheet and very firm financial foundations. In the past four years alone turnover has more than tripled from £146m.

Softcat provide valued IT solutions to corporate and public sector organisations, trade with thousands of longstanding customers and employ 800 people, from 5 operational centres.

Challenge

Softcat were asked to register with Procserve by the Crown Prosecution Service back in 2011. Although having a strong customer base in local government and higher education, Softcat saw the benefits of being a Supplier on the Procserve Commerce Network (PCN) and realised what the partnership could bring their company. With the breadth of Procserve's engagement, not only across central and local government but also key customers in the private sector, it was realised that such a partnership would bring opportunities to trade with many other sectors.

Solution

Although PCN is important in gaining new opportunities in other sectors, it is also key to supporting our existing customers. The easily adaptable solutions Procserve offers to integrate and punch-out to existing eCommerce website means we can continue to provide an excellent service to our customers using our tried and tested systems.

We provide our customers access to our online e-procurement website, eCAT, a fast, easy and secure way of purchasing, showing a customised product portfolio, latest account information and in-depth reporting of transactions. But for many organisations a single platform is required to access all suppliers just as efficiently and simply as if logging in directly, Procserve provides just that.

We can still tailor the experience our customers require when buying from eCAT, offering preferred product lists, restricted access, detailed product and account information, even management information. All of this is coupled with a reduction in purchasing administration and duplication, meaning that errors are significantly reduced while efficiencies and cost savings are realised by our customers.

To take full advantage of the suite of services, which are all provided free of charge, a certain degree of systems expertise is required, but Procserve are both helpful and flexible enough to adjust their processes and offer support to make set up as painless and as speedy as they can.

Our aim is to be an extension of our customer's IT department and with over a decade of experience implementing eCommerce integration projects, linked live to our back office systems, we operate seamlessly with client's Purchasing teams too. Using Procserve affords us the luxury of one connection to multiple customers.

The Result

It's important to continue to provide our customers with an excellent service in the way that they want to transact. What is good about working in partnership with Procserve is:

- The exposure the Network gives us to potential sectors
- Procserve offers one connection to multiple customers
- The helpfulness of staff to make the set up process as painless and speedy as possible
- The ability to utilise our own eCommerce website and back office systems
- These were provided free of charge

Summary

We have entered into a real partnership with Procserve from which both organisations benefit, with Softcat offering a wider choice to Procserve buyers and in return our presence on Procserve opens doors to new clients. Being part of this partnership really does allow us to become an actual extension to our customers own IT department.

“Being part of this partnership really does allow us to become an actual extension to our customers own IT department”

Steve Reeves
eBusiness Specialist
Softcat Limited
www.softcat.com



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