KnowledgeBus
The IT Price Benchmarking Platform

Case Study
NG Bailey



NG Bailey is the UK's leading independent engineering and infrastructure services business. Founded in 1921, the family-owned company has grown from a small electrical contractor into an industry-leading organisation employing more than 3,600 people and generating annual revenues in excess of £600 million.

Operating across the built environment, facilities services, EV infrastructure, IT services and electricity infrastructure sectors, NG Bailey delivers innovative, sustainable and end-to-end solutions for customers across the UK. With a reputation for responsible delivery and technical excellence, the business continually seeks opportunities to improve efficiency, maximise value and support better commercial outcomes throughout its operations.

The Challenge

NG Bailey identified an opportunity to enhance visibility and control within their ICT procurement processes. While purchasing a wide range of laptops, mobile devices, tablets and peripherals, the team recognised that without access to independent benchmarking data it was difficult to validate supplier pricing and ensure they were consistently achieving the best possible value. An initial assessment suggested there may be significant opportunities to reduce costs across these purchases.

Historically, NG Bailey had no simple way of benchmarking ICT equipment pricing without undertaking lengthy and resource-intensive tender exercises. While suppliers were providing quotations, there was limited visibility of underlying buy prices, supplier margins and whether the business was consistently achieving the best possible value. As procurement activity increased, the team wanted a faster and more transparent way to assess pricing, validate quotations and challenge costs where appropriate.

The organisation was looking for a solution that would provide immediate visibility of market pricing, allow fair and informed discussions with suppliers, and support the procurement team in delivering greater value to the wider business.

The Solution

KnowledgeBus stood out because of its simplicity, transparency and ease of use. The platform provided NG Bailey with the ability to quickly assess the buy price and sale price of ICT equipment, either through bulk uploads or by reviewing individual products prior to purchase. This gave the team immediate access to pricing intelligence that had previously been difficult and time-consuming to obtain.

Following an onboarding session with the KnowledgeBus team, implementation was completed quickly and efficiently. NG Bailey described the go-live process as "very easy", with the platform fully operational within an hour. KnowledgeBus supported account setup, provided user training and ensured stakeholders understood how to maximise the value of the platform from day one.

Once implemented, NG Bailey engaged directly with suppliers to discuss the use of KnowledgeBus and began reviewing quotations against market benchmarks. The platform enabled the team to challenge pricing with confidence, backed by transparent data and evidence-based discussions. The ability to issue and respond to quotes through the platform further streamlined the procurement process and strengthened supplier engagement.

"KnowledgeBus has helped make significant savings and build strong relationships with finance."

Jon Wade, *Head of ICT Operations. NG Bailey*

The Results

Since implementing KnowledgeBus, NG Bailey has transformed its approach to ICT procurement by introducing greater transparency and accountability into supplier pricing discussions. The procurement team now has the ability to benchmark equipment costs quickly and accurately, allowing them to validate quotations and challenge pricing where appropriate before purchases are approved.

The platform has delivered measurable commercial benefits, helping NG Bailey achieve significant savings across a range of ICT purchases. While the business is unable to publicly disclose specific savings figures, it has confirmed that laptops are now routinely being purchased below standard list prices, demonstrating the value that benchmarking and pricing transparency have brought to the procurement process.

KnowledgeBus has also strengthened relationships between procurement and finance teams. By providing clear evidence of supplier pricing and market benchmarks, the platform has enabled procurement professionals to demonstrate that they are actively challenging costs and delivering value on behalf of the business. This increased visibility has enhanced confidence in procurement decision-making and reinforced the strategic role of the team within the organisation.



Supplier engagement has also evolved positively since the introduction of KnowledgeBus. Rather than creating barriers, suppliers have responded constructively to the increased transparency and have been keen to work collaboratively with NG Bailey. Benchmarking data has enabled the business to raise concerns where excessive margins have been identified, while encouraging suppliers to provide more competitive pricing and improved commercial terms.

In several cases, suppliers have revised their pricing structures on larger purchases following discussions supported by KnowledgeBus data. NG Bailey has also expanded its supplier base to create greater competition and improve value for money across procurement activities. These actions have helped ensure pricing remains aligned to market expectations while maintaining productive supplier relationships.

The business has also successfully utilised the Mercato Procurement Hub and its transparent Cost+ model when alternative sourcing options have been required.

Looking ahead, NG Bailey plans to continue using KnowledgeBus as a core component of its ICT procurement strategy. The team intends to regularly review supplier compliance, utilise Spend Analysis functionality and maintain ongoing benchmarking activities to ensure the organisation continues to achieve the best possible value from its technology investments. The business views KnowledgeBus as an important long-term tool for driving cost control, supplier accountability and continuous procurement improvement.

"NG Bailey has never been able to benchmark pricing on ICT equipment without running a lengthy RFP process. What drove us to use KnowledgeBus was being able to assess the buy price, review quotes and review markups on kit"

Jon Wade, *Head of ICT Operations, NG Bailey*

The UK's only fully Certified IT Price Benchmarking Solution – Find out more at **www.knowledgebus.co.uk**

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