



# Case Study

## The Royal Veterinary College

The Royal Veterinary College unlocks four days a month with best-practice benchmarking.

The Royal Veterinary College is one of the world's leading specialist veterinary institutions. Founded in 1791, it has around 2,000 students and 750 staff working across various departments, including veterinary and biomedical sciences, clinical practice and education.



### The Challenge

The college adopted a strategy that encouraged all departments to purchase IT requirements through the combined Library and Information Services Division (LISD). This strategy has placed a strain on the department's seven Helpdesk technicians, who could spend up to one day per week on IT-related procurement enquiries and administration rather than technical support issues.

The LISD had problems keeping track of daily product availability and price information, hampering its mission to identify competitive pricing across all purchases.

Dan Messum, IT & Development Manager at the Royal Veterinary College, said: *"The volume of orders, coupled with a rapidly changing IT marketplace, meant it was a tall order achieving the best value on everything."*

### The Solution

The Royal Veterinary College decided to use an IT benchmarking application to assist with its purchasing and adopted KnowledgeBus, a CIPS-accredited platform that automates benchmarking of purchases against daily trade guide price and stock levels on over 150,000 'live' products from more than 2,500 manufacturers.

Users can input supplier product lists or conduct spot checks to see what margin their supplier is proposing. A range of spend analysis tools also helps users identify, track and forecast market developments for more strategic procurement.

KnowledgeBus empowers IT buyers with market knowledge to rapidly negotiate better deals with contracted suppliers to unlock more from budgets. It saves users time consistently achieving the best value.

*We have the reassurance that if our supplier can't meet the prices we know are available in the market we can acquire that product through the KnowledgeBus Procurement Hub, where the transparent margin is less than 3%.*

**Dan Messum**, IT and Development Manager. The Royal Veterinary College.



Minesh Shah, Head of Procurement at the Royal Veterinary College, said: *"The free spend analysis that KnowledgeBus initially provided, benchmarked 12 months of the College's IT spend data. The analysis delivered the business case to make a simple purchase of the KnowledgeBus tool that would pay for itself quickly by saving the IT department time and providing sustained value for money across the College's contracted IT suppliers".*

Empowered with the trade price information provided by KnowledgeBus, the LISD has found it can now negotiate with suppliers over the margins it pays, often saving the College thousands of pounds on individual purchases.

*"We were recently quoted £14,000 for video conferencing equipment, and when we benchmarked this using KnowledgeBus, we revealed the supplier had put a 10% markup on the 'channel' price. This insight enabled us to negotiate the price down by £1600 quickly,"* said Dan Messum, IT & Development Manager at the Royal Veterinary College.

*"Even with good relationships with suppliers, we can make further savings using the benchmarking information to support our discussions."*

He added: *"KnowledgeBus has more than paid for itself in the savings we are making. With a more efficient benchmarking process, our IT helpdesk has freed up around four days per month that are now better spent on core projects and pressing technical issues.*

*We now use an administrator without an IT background to handle routine purchasing,"* continues Dan. *"This has released skilled technicians, so they can spend significantly more time on tasks such as installing software, fixing hardware or handling user's email and software support issues."*



With the ICT market changing so quickly, Dan says another significant benefit of KnowledgeBus has been the technical advice available.

*"Being able to get advice from the KnowledgeBus Customer Service team about the latest models has provided added value,"* said Dan. *"Equipment, such as projectors and monitors, can change models so frequently it's hard to keep up with, but you can get advice on that issue."*

He added: *"We also have the reassurance that if our contracted suppliers can't meet the prices we know are available in the market, we can acquire that product through the KnowledgeBus Procurement Hub where the transparent margin is no greater than 3%.*

*We might still use our original contractor for the installation work, for example, but we can tell them we'll source some of the equipment ourselves and save considerable money in the process."*

***"KnowledgeBus more than pays for itself in the savings we are making"***

***Dan Messum, IT and Development Manager. The Royal Veterinary College.***

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