

# Case Study

## Vanquis Banking Group

Vanquis Banking Group are a leading specialist bank, focused on underserved markets. An FTSE 250 company that's been around since 1880 and are proud to support the 1 in 5 people in the UK who can't access credit products through mainstream banks and building societies.

Vanquis provide a helping hand when others don't. They aim to continue developing better banking products for the 14 million people in the UK who deserve good quality products that they can't get anywhere else.

**Vanquis** Banking Group

### The Challenge

Vanquis were first introduced to KnowledgeBus through Mercato's specialist team after suspecting that significant opportunities existed to enhance their IT Procurement.

Vanquis would frequently order IT equipment via their existing suppliers but were receiving inconsistent pricing in their quotations to supply. Without complete visibility of trade pricing, it was impossible to validate that an expected charge of cost plus 3% margin (industry standard) or better was being applied.

They were also facing frustration with product availability and lead times without full visibility of stock levels within the supply chain following the recent disruption caused by Covid-19.

### The Solution

Vanquis were looking for an easy-to-use interface which would allow them full visibility of costs and margins and the ability to see the full markups of existing suppliers against contracted rates. KnowledgeBus stood out, as they couldn't find anything else in the marketplace to give them the wholesale cost visibility they were after.

Al Nagar, Mercato's Head of Benchmarking, demonstrated the solution and then prepared a spend analysis of more than 100 commoditised IT products, showing what companies have historically spent and the pricing they should have achieved at that time. This validation exercise revealed savings and overspending in precise areas to focus on – providing the business case for KnowledgeBus implementation.

KnowledgeBus was introduced to the team of key users through internal discussions and then upon launch through an online product overview and new user training session.

*"KnowledgeBus has saved us money and proved one of our suppliers to have been over-charging us by more than £500k in 1 year against the contracted rates!!"*

Steven Schools, Head of Group Procurement,  
Vanquis Banking Group

## Results

When asked how easy it was to go live, Steven stated, "As KnowledgeBus is an online tool, there was very little effort on our part. The team were able to build catalogue lists of our frequently and recently purchased items, as well as adding our suppliers' contact details to the platform."

Steven continued, "KnowledgeBus is a great opportunity to validate where opportunities exist and improve our IT Purchasing. Allowing us to evaluate and refine our supplier relationships and independently demonstrate the value the team deliver."

We now have a more open relationship with our suppliers, and we have increased awareness of the marketplace, its volatility and trends so we can approach the marketplace in a more informed way.



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When asked how their suppliers have reacted since implementing KnowledgeBus, Steven stated, "One supplier we have stopped using, whilst the other was proven to be exactly where we agreed they would be, so that supplier has doubled the business."

KnowledgeBus has a wide variety of tools and functions available to its users, and Steven goes on to say, "initially, the Mercato Procurement Hub service was made available to a smaller team and following a successful launch we are now expanding the reach to other departments and areas of the business. We have now integrated this into our Coupa supplier portal for easier use by the wider business. We are in the process of expanding the reach of KnowledgeBus and Mercato Procurement Hub into other areas and divisions of the group."

*"The thing that has impressed us most is the ease of use, cost vs benefit and accuracy of costs shown. We are recording all of the savings, so it is recognized that this product has paid for itself within the 1st six months delivering extra value when it comes to IT Procurement."*

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