

CROWN COMMERCIAL SERVICE

Public sector purchasing platform saves money and time while levelling the playing field for suppliers

THE CLIENT

Crown Commercial Service (CCS) is the most significant public sector procurement body in the UK, helping public sector organisations find the right commercial solutions at the best prices.

Before our involvement, CCS wasn't able to centralise transactions on a single platform, meaning procurement wasn't going through a fair and automated system. As a result, suppliers and buyers lacked aggregation of prices and standardisation of rich content, so the overall experience for both suppliers and buyers was unsatisfactory.

CCS needed to update its online marketplace and create a purchasing platform where suppliers of all sizes could engage with public sector buyers on an equal basis – and where buyers had access to easy price comparisons and the best value.

THE CHALLENGE

A purchasing platform to save time and money for public sector buyers

With a plethora of complex, bespoke requirements, CCS quickly realised that traditional software could not meet the required functionality or the tight 12 weeks delivery timescale – including boarding over 1 million products from over 40 suppliers.

To reinvent its online marketplace to align with expectations of public sector buyers, CCS needed disruptive technologies like KnowledgeKube to automate and enhance new and existing procurement processes, making sure the new marketplace was working seamlessly with current systems.



SPEED

Reduces time spent on procurement, enabling focus on key priorities



VALUE

Average cost savings of 8% and up to 30% compared to Amazon



CONTROL

Easy scalability and real-time management information



SIMPLICITY

User-friendly solution that feels like shopping online at home



COMPLIANCE

Marketplace seamlessly connects with Oracle ERP, Salesforce, SAP, Basware and more

Mercato has created a marketplace that buyers and suppliers enjoy using. Not only has the purchasing platform enabled us to drive supplier competition, collectively, but it's also delivered hundreds of thousands of pounds of cost saving to the UK public sector, empowering them to focus their resources on key priorities.

Jim Hanshaw, Strategic Category Manager, Crown Commercial Service

WHY MERCATO?

Ground-breaking technology and the ability to deploy it fast

"Our previous marketplace solution involved a flat product catalogue, which meant that buyers wasted time comparing prices across at least 3 suppliers and checking current stock levels before they could buy," explained Jim Hamshaw, Strategic Category Manager at CCS.

"We were impressed by Mercato's ability to think out of the box and create a standardised catalogue view, giving users the power to make informed decisions and get the best prices. Ultimately, our decision was driven by our desire to bring best-of-breed technology to public sector buyers and suppliers."

SOLUTION

Faster, easier procurement for all

We started by configuring our KnowledgeKube e-procurement platform to meet all of CCS's specific requirements. We deployed the new platform in the record time of 12 weeks, delivering immediate benefits and cost savings. We added new functionality that made the site faster, user friendly and efficient.

With features like the real-time price and stock, smart basket, virtual advisors and the ability to scale and manage purchase-to-pay workflows, we created a better purchasing platform that provides suppliers and customers with a higher level of trust and transparency. One of the most interesting features - the smart basket allows users to combine products and configure complex services from multiple sources, all in the same basket.

KnowledgeKube's algorithms automatically calculate the most economical way to purchase. What's more aggregation and automation reduce rogue procurement.

Our low code platform - KnowledgeKube was crucial to the success of the solution, as it enabled continued integration with CCS and legacy applications and allowed all transactions to enter seamlessly into the platform.

RESULT

Average savings of 8% - and up to 30%

With over £50 million processed since the platform went live, the reaction from buyers and suppliers alike has been overwhelmingly positive. In the first two months of deployment, the platform delivered a higher number of orders than in the preceding year on the old solution.

Our customised Progora platform performs over 6 million price and stock checks on a daily basis. It delivers compliance, flexibility and scalability, and has enabled public sector buyers to make informed decisions on products and services.

According to CCS's research, the new marketplace achieves savings of up to 30%, compared to other marketplaces such as Amazon.

Working with a great project team from CCS, we were able to quickly configure the various customer journeys to deliver a fantastic user experience that saves time and money on transactional and service driven procurement.

Gary Price, Client Director at Mercato Solutions



Find out more about KnowledgeKube by speaking to a product specialist on **0121 605 2050**, or by visiting www.knowledgekube.co.uk.