



# Postal Services Company in Australia Partners with Zycus for Managing their Source to Pay Activities

## About the Customer

The client is an Australian government-owned corporation that provides postal services both locally and internationally, as well as operating retail outlets. Based out of Melbourne, Victoria, the company has 4000+ retail outlets in metropolitan areas and 2500+ retail outlets in rural & remote areas.

## Zycus Solution

Spend Analysis, eSourcing, Contract Management, Supplier Management, Request Management, Project Management, Procure to Pay

## Key Figures

**7400+** Number of users for P2P solution

**9400+** Number of suppliers on-boarded till date

**100000+** Purchase requisitions processed

**77400+** Purchase orders processed

**300+** Daily count of purchase orders created

**8500+** Contracts present in Zycus iContract

**1320+** Projects managed using Zycus iManage

**22** Integration touch points

## Business Objective

- Integrate the source to pay process with a more user-friendly platform to save time and effort
- Increase compliance with an effective supplier risk management process
- Improve auditing and visibility into the source-to-pay process

## Challenges in the existing procurement structure

- Multiple systems & platforms for the 'source-to-pay' process resulted in lack of visibility and real time insights into spend data
- Manual interventions in the existing systems impacted the cycle time of sourcing events, contract & transaction processes
- Complex user interface & poor adoption resulted in lack of compliance to procurement policies as well as increased potential risk

## Why Zycus?

- Standardized processes and templates
- Agile approach with end-to-end, transparent global process visibility
- Consolidated supplier management and data governance
- Responsive customer support to internal clients and commitment to deliver client's unique requirements

## Business Impact

- Automated procurement processes for increased efficiency and productivity
- Rendered instant visibility into savings and event statistics
- Enhanced stewardship, security, and continuity around important contract documents
- better identification of new suppliers for informed decision making
- Easy, Compliant Buying with Zycus P2P
- Better Supplier Risk Management

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