



**ZYCUS' PROCURE-TO-PAY SUITE PURIFIES
PROCUREMENT PROCESSES OF AUSTRALIA'S
TRUSTED WATER UTILITIES PROVIDER**

ABOUT COMPANY:

A government owned water and wastewater service provider, which is a lifeline to millions of Australians. They maintain and control numerous critical civil assets including water treatment plants, water reservoirs and water mains for fresh, sewer and recycled water sources.

Business Objective

After years of using ERP software for procurement operations, the company was in dire need of technology to plug the shortcomings. The primary goal was to increase spend under management by pushing more purchases through existing catalogs and contracts, which currently was around 5% of total spend. With only 18 Catalogs, but over 400 contracts there was a big scope of improvement to initiate a holistic catalog repository which utilizes the existing contracts.

The other area of improvement was in creating a synergistic platform which brings together eProcurement and invoicing, contract and supplier management for both inventory and non- inventory goods and services.

Existing Technology Platform

Previous to Zycus, all eProcurement activities were conducted on the ERP system named Ellipse System, an application in use at the customer's site for over 50 years.

Business Challenges

- ❖ As per policy they had to select and tag relevant contracts for each PR/PO, but the existing Ellipse System was unable to do this.
- ❖ Requestors had no visibility into the contracted vendors, leading to a lot of maverick spend
- ❖ Most PRs required approval from both Finance Department and the Panel manager, which was often paper based and outside the scope of ERP approval
- ❖ Due to lack of a platform, requesters used to send emails to Buyers without detailed specifications which hugely increased the Buyers tasks
- ❖ For email based requests there was a chance of incorrect procurement category reporting, and incorrect BU being assigned

Zycus Solution:

Procure-to-Pay (eProcurement) solution for requisitioning, catalog management, PO processing and approval workflow management

iContract: Contract Management repository to store all procurement contracts and link it to purchases

iSupplier: Supplier repository to manage all vendor information

Facts and Figures

252

Custom category specific
eForms created

268

Field taxonomy tier managed
by Zycus solution

650,000

Types of projects supported
to manage various work orders

Business Objective

- ❖ Better contract visibility at requester, approver and buyers level through iContract - eProcurement integration, resulting in increased visibility into supplier specific and category specific contracts for higher spend on contracts
- ❖ Flexibility to manage requests for Inventory and non-Inventory goods:
 - ❖ Any requisition from internal warehouse is defined as an Issue requisition. The software has a special category called "Inventory" which will be used for IRs (Issue Requisition) from inventory. Once IR is approved by finance within Ellipse, Ellipse system sends confirmation to requestor within eProcurement.
 - ❖ Normal Purchase Requests go through "guided buying" to enable purchases from catalogs or punchouts, and if both are unavailable then it goes to guided eForms. The PRs/POs needs to be approved by category managers, Financial Heads etc. within Zycus system and the ERP to be fulfilled.
- ❖ Support for numerous project based purchases called work-orders
- ❖ Integrated platform for procurement management covering integration between Supplier Information, Contracts, Asset master and ERP