

Consultants call in Xoomworks to fix supplier portal at county council



Client: County Council
 Size: 20,000 Employees
 Project: SAP based supplier portal

A major international IT firm recruited Xoomworks specialists for the expertise needed to resolve SAP problems



The Challenge:

A large UK county council had adopted SAP to deal with its multi-million pound budgets serving the people in its area to the south of London. The council engaged one of the world's leading global IT consultancies to install and implement the system which covered HR, finance and procurement. The consultants, however, soon encountered problems

integrating SAP's SUS module which provides a portal for suppliers to service their purchase orders and invoices. After several unsuccessful weeks attempting to get the modules to work, the consultants called in Xoomworks, who were known for their expertise in such specialist areas.

The Solution:

At a meeting with the head of the project, Xoomworks immediately identified the problem: the SUS module could not be installed into the "Extended Classic" version of SAP being used at the council without some modification. With previous experience of the particular difficulty, Xoomworks was able to recommend a fast, effective way to solve it.

Xoomworks quickly produced a functional specification for the programme enhancement to fit the module and enable it to work efficiently in the SAP environment.

Working with the consultants and the council's business functional leads, we sent the specification to the consulting firm's offshore team in India and project managed the programme enhancements.

The offshore team produced the complex programme enhancements within weeks and these were integrated into the SAP system.

Xoomworks carried out extensive regression testing to ensure the enhanced solution worked efficiently and did not adversely affect other parts of the system.

An additional challenge arose when, half way through the project, Microsoft launched a new version of Explorer, requiring extra software development to maintain full functionality.

Xoomworks co-ordinated the work with the consultants and SAP to ensure the SUS module would work effectively and to fit any remaining integration issues. We were then asked by the consultants to manage the go-live for the SAP package, including pre-go-live activities.

Xoomworks ran a series of knowledge transfer workshops to demonstrate the new functionality and ensure that IT managers were familiar with the correct ways to use the system.

The Result:

The pre-go-live phase revealed further minor teething problems which Xoomworks was able to fix, and we co-ordinated go-live activities to make sure all aspects of the SAP system were functioning properly.

Xoomworks produced detailed documentation so that the council's IT staff could carry out technical support into the future.

The portal was up and running quickly and the council had a fully-functioning system to manage its suppliers efficiently.

"Xoomworks are very professional and demonstrate real technological expertise. They got the system up and running very quickly so that we could see how it worked and, just as important, they were able to explain what was happening in simple language. Their documentation was excellent, very easy to read and understand. Xoomworks built up a good relationship with all of us – they were always there if we wanted to ask a question."

Head of eProcurement

The Xoomworks way of working:

Xoomworks focuses on working with you to help achieve your objectives in a structured way while maintaining the flexibility to ensure the best possible outcomes.

We are very consultative, fully involving all stakeholders and developing excellent relationships at all levels, integrating fully into your teams and taking ownership of the challenges presented. Your risks are effectively managed and reduced to the minimum.

We work closely with you to identify and agree objectives, benchmark progress against the original business plan and ensure that all goals are achieved.

We help you build on your achievements and ensure that successes are shared by all.

We offer "technology with a human face", leaving you delighted with the results we have delivered and the smooth and efficient way we have managed your project.

Working together Our ability to manage business change and develop excellent relationships with stakeholders is key to our success

Technology Our technical expertise covers the full range of tools and applications

Agile development methods allow for close interaction between our engineers and the client team

About Xoomworks

Xoomworks is a niche consultancy and outsourcing company that specialises in Procurement and Business Intelligence. Staff are based in UK and Europe and consist of technical, business and behavioural consultants, and senior procurement staff. Our Complete Procurement proposition addresses both the mechanics and behaviours of Procurement that drive the greatest value for organisations.

Interested in finding out more about Xoomworks Procurement?

Call us now on +44 20 7400 6120 or send an email to procurement@xoomworks.com
www.xoomworks.com/procurement

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Finalists

