

# SUCCESS STORY: *Optimization of e-Sourcing*

*“Service e-auctions are where we find some of our largest wins. Intesource’s software, customer service, and experience help us maximize those savings.”*

*– Director, Procurement Services  
Family Owned and Operated Grocery Chain*



## **The Opportunity:**

**This family owned grocery chain looked to expand their e-sourcing program to capture spend across the entire business.**

- Years of longstanding supplier relationships coupled with an inflexible and cumbersome existing e-sourcing tool had actually made it easier to purchase goods and services outside the e-auction platform; leading to higher purchase prices, a limited supplier base, lack of insight into market innovations, and a longer purchasing cycle.
- Silos between departments and facilities restricted buying team’s knowledge of the products and services other groups were purchasing. The procurement team aimed to break down these barriers in order to lower costs by aggregating spend across the organization.

## **The Solution:**

**In order to stay competitive and fight rising costs, the procurement team identified several areas of spend opportunities by:**

- Leveraging new technologies as well as stakeholder knowledge to aid in the e-sourcing process. Intesource worked as their partner in educating buyers, creating accurate specifications, finding suppliers, collecting samples –offering support through the entire e-sourcing cycle.
- Implementing a spend management solution with the flexibility to grow along with their business. Custom programming for new and innovative sourcing projects, e-auction event ideas from our customer community, as well as event suggestions for new products and services.

The chain’s newly created e-sourcing department worked with Intesource to develop and implement an e-sourcing process to encompass all spend within the organization and extract maximum savings from those spend categories; without adding additional costs to other areas of the organization.

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## Savings

19%

## ROI

20:1

## Department & Category Savings:

Advertising 32%

Construction 38%

Equipment 18%

Gen. Merchandise 24%

Grocery 16%

Maintenance 22%

Offices 18%

Pharmacy 33%

Transportation and

Distribution 17%

# Intesource

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