



4

Australian Government Case Studies of Successful Procurement Transformation



Zycus' Procure-to-Pay Suite Purifies Procurement Processes of Australia's Trusted Water Utilities Provider

About the Company

The company is a government-owned modern water utility provider which acts as a lifeline to more than 1.7 million Australians. The company employs more than 1500 Australians and owns \$14 billion worth of assets. Additionally, the company maintains and controls numerous critical civil assets, including water treatment plants, water reservoirs, and water mains for fresh, sewer, and recycled sources.

The Need for Change

The company previously relied on an ERP system (Ellipse) to manage all of its procurement activities. However, with the company's growth, the existing ERP system lacked the feature of scalability, which caused roadblocks in procurement processes. To overcome the shortcomings, the company wanted to transition to a modern digital procurement solution that could optimize its spends and increase its procurement efficiency.

Business Challenges

- The company wanted to select and tag relevant contracts for each PR/PO, but the existing Ellipse system lacked this feature
- Senior management had no visibility into the contracted vendors, leading to a lot of maverick spend
- Most PRs required approval from both the finance department and the panel manager, which often relied on a paper-based process and was outside the scope of ERP approval
- Due to the absence of a unified platform, procurement managers had to send emails to buyers without detailed specifications, which increased the buyers' tasks

Business Objectives

- Optimize the spend under management by pushing more purchases through existing catalogs
- Initiate a holistic contract repository that tracks and utilizes existing contracts
- Enable comprehensive visibility into supplier information and performance
- Establish a guided buying platform with automated compliance checks

Zycus Solution Footprint

iContract, iSupplier, and eProcurement

Outcomes achieved

500+	Contracts created
4700+	Suppliers onboarded
40%	Contract cycle time reduced
32000+	Purchase requisitions created
31500+	Purchase order processed

Business Impact

- Provided ease of use with guided buying feature and flexible drag and drop workflow creation
- Optimized spend over supplier-specific and category-specific contracts
- Streamlined the supplier onboarding and development process

2

Postal Services Company in Australia Partners with Zycus to Manage their Source-to-Pay Processes

About the Company

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

The Need for Change

The company's previous source-to-pay (S2P) procedure relied extensively on manual processes and depended on third-party platforms for each module. The company's vision was to become totally paperless in order to be more efficient. Thus, they intended to accomplish this by centralizing and automating the procurement processes. To do so, they were seeking an experienced vendor in the procurement industry that could follow an incredible implementation model and modernize their entire S2P suite.

Business Challenges

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

Business Objectives

- Integrate the S2P 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 S2P process

Zycus Solution Footprint

iAnalyze, iSource, iContract, iSupplier, iRequest, iManage, eProcurement, and eInvoicing

Outcomes achieved

9400+

Suppliers onboarded

202,350+

Purchase requisition processed

201,400+

Purchase order processed

8500+

Contracts created

1320+

Projects managed

500+

Sourcing events created

Business Impact

- Automated procurement processes, which resulted in increased efficiency and productivity
- Enhanced stewardship, security, and continuity around important contract documents
- Identified suppliers based on specific requirements and code of conduct
- Enhanced visibility in supplier-associated risks and performance management
- Enabled easy and compliant buying with Zycus' procure-to-pay solution

A Victorian Government Subsidiary in Australia Partners with Zycus for Uplifted Procurement Processes

About the Company

The company is a government-owned department that leads the delivery of justice and community safety services in Australia. Additionally, the company owns assets worth \$6.7 billion and employs more than 27,000 staff.

The Need for Change

The company wanted to increase the effectiveness of its entire procurement process in order to save money and successfully mitigate the risks involved in managing its suppliers. Therefore, they sought to deploy a modern digital procurement system that can automate and simplify their contract management as well as the e-sourcing module.

Business Challenges

- The existing contract management system lacked the scalability to identify the changes made in the next version of contracts
- Custom fields in the previous sourcing platform lacked features for reporting and were not usable in workflow
- Supplier onboarding involved a long list of manual processes, and there were no existing features to track supplier performance

Business Objectives

- Establish an efficient contract management system to optimize the utilization of existing contracts
- Have end-to-end visibility on supplier information and performance
- Achieve a strategic sourcing suite that has the scalability to host complex sourcing events

Zycus Solution Footprint

iContract, iSupplier, eSourcing, and iManage

Outcomes achieved

10,000+

Contracts created

3000+

ISuppliers onboarded

250+

Sourcing events created

8

Sourcing events templates

5

Project governance templates

Business Impact

- Provided real-time alerts on contract renewal and expiry
- Established workflow which automatically routes contracts for approval authority
- Provided intelligence reports, dashboards, and other analytics for a comprehensive view of supplier performance
- Enabled scalability to host complex sourcing events as well as provided a feature to host tactical quick sourcing events

4

Understanding How an Australian Transport Organization Transformed its Procurement Process with Zycus' Cognitive Procurement Suite

About the Company

The company is responsible for a wide range of transport services in Australia and owns \$80 billion worth of assets. Additionally, the company undertakes the tasks of designing, building, and maintaining transport infrastructure. The company plays an essential role in keeping Australia moving; its work is vital to the nation's economy and way of life.

The Need for Change

The company's existing procurement system had no standardized process to track spend data, which led to reduced savings. Additionally, most procurement activities involved extensive manual tasks, which increased the entire source-to-pay (S2P) process cycle time. Thus, there was a need to implement a process improvement initiative that could increase transparency and efficiency across the entire S2P cycle.

Business Challenges

- The company relied on manual processes to track their spend data, contract management, and supplier information
- The company had no standardized process for managing procurement functions
- Multiple data repositories resulted in duplicate records
- Manual processes had increased the cycle time for procure-to-pay activities

Business Objectives

- Build the right capability in procurement activities and streamline sourcing
- Evolve the process and systems used in procurement with technology
- Adopt modern procurement practices and then automate manual processes
- Deliver value to the business and overcome current procurement challenges

Zycus Solution Footprint

iSource, iContract, and iSupplier

Outcomes achieved

1000+

Contracts created

400+

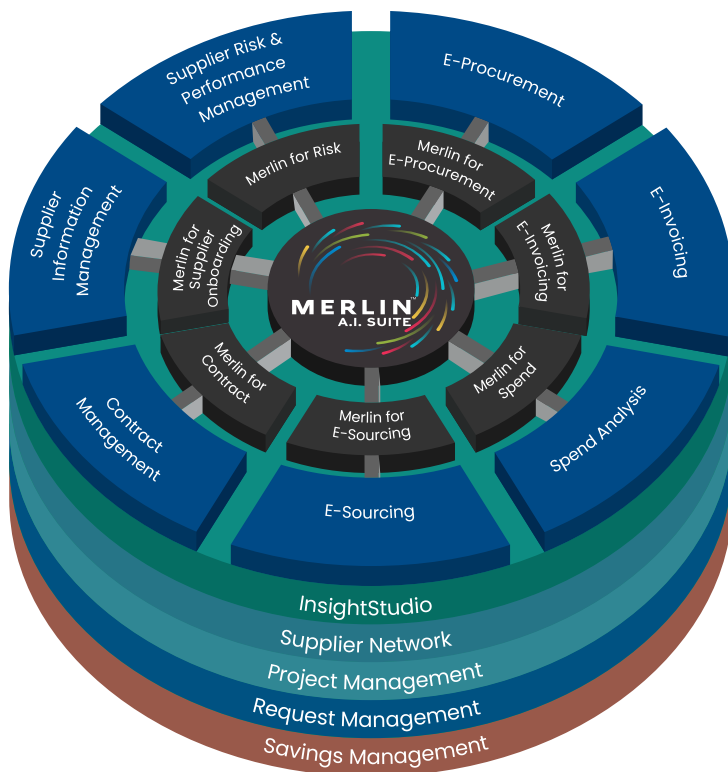
Suppliers onboarded

20+

Sourcing events created

Business Impact

- Identified savings opportunities and increased sourcing-related activities
- Establish a unified platform that synergized the efforts of each module
- Reduced cycle time for supplier evaluation and provided detailed supplier information
- Provided an automated and integrated system for the procurement cycle



Zycus is the pioneer in Cognitive Procurement software and has been a trusted partner of choice for large global enterprises for two decades. Zycus has been consistently recognized by Gartner, Forrester, and other analysts for its Source to Pay integrated suite.

Zycus powers its S2P software with the revolutionary Merlin AI Suite. Merlin AI takes over the tactical tasks and empowers procurement and AP officers to focus on strategic projects; offers data-driven actionable insights for quicker and smarter decisions, and its conversational AI offers a B2C type user-experience to the end-users.

Zycus helps enterprises drive real savings, reduce risks, and boost compliance, and its seamless, intuitive, and easy-to-use user interface ensures high adoption and value across the organization.

Start your #CognitiveProcurement journey with us, as you are #MeantforMore.

USA Princeton: 103 Carnegie Center, Suite 300, Office 369, Princeton, NJ 08540-6235 USA

Chicago: 5600 N River Road, Suite 800 Rosemont, IL 60018 Ph: 847-993-3180

Atlanta: 555 North Point Center East; 4th Floor, Alpharetta, GA 30022 | Ph: 678-366-5000

UK London: Zycus Infotech Pvt. Ltd., Office No 335, 400 Thames Valley Park Drive Reading, Berkshire, England, United Kingdom, RG6 1PT +44 (0)808 189 0327 | +44 (0)808 189 1423

NETHERLANDS Amsterdam: Zycus Infotech Netherlands B.V. Herengracht 282, 1016BX, Amsterdam, Netherlands

MIDDLE EAST Dubai: Unit EX – 20 , Building No 12 , Dubai Internet City, Dubai , UAE , PO BOX No. 73000

ASIA Mumbai: Plot No. GJ-07, Seepz++, Seepz SEZ, Andheri (East), Mumbai – 400 096, Ph: +91-22-66407676 | Plot No. GJ – 03, Seepz++, Seepz SEZ Andheri (East), Mumbai 400 096 | Ph: +91-22-66407676

Pune: Pride Purple Accord, 2nd Floor 205/208, Above Vijay Sales, Next to Hotel Mahableshwar, Baner Road, Pune – 411045 Ph: +91-22-66407676

Bengaluru: 6th floor, Garnet Building, Bagmane Developers Pvt Ltd-SEZ II, Bagmane World Technology Centre, Mahadevapura, KR Puram Hobli, Marathahalli Outer Ring Road, Bengaluru (Bangalore), Karnataka, Bengaluru, 560048

SOUTH EAST Singapore: 101 Cecil Street, #20-11, Tong ENG Building – 069533

JAPAN Tokyo: Nihon Zycus KK, 3-1-6 Motoazabu, Minato-Ku, Tokyo, Japan, 106-0046

AUSTRALIA Melbourne: Suite 310A, 480 Collins Street, Melbourne VIC 3004