

# Customer Success Story

## Self-Service Procurement Solution tightening control over indirect spend

*"It's been a great opportunity to work with Absoft to design a procurement system to fit Enfield's needs based on the Neptune model. Neptune is a great basis to help staff to follow the procurement process, and with specific enhancements we have tailored our new procurement system to ensure all users have a clear understanding of Neptune and the benefits it contains."*

**Procurement Lead – IT, Enfield Council**

### The challenge

Tighter control over how taxpayers' money is spent is a constant challenge affecting councils throughout the UK. Particularly internal expenditure – which is essential in order for councils to operate. Without effective and controlled business processes in place, indirect spend for office supplies and consumables for instance, can quickly escalate and exceed the budget.

Enabling greater control over indirect spend was the challenge facing Enfield Council who approached leading SAP® consultancy, Absoft, to develop a more efficient purchase requisition and approval process as the result of an internal audit.

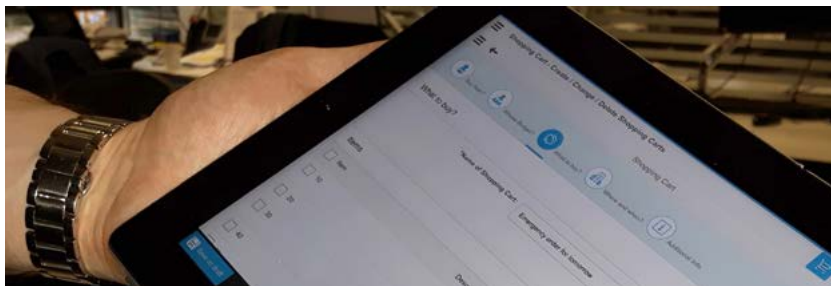
### The solution

Established in 1991, Absoft specialise in developing SAP solutions which optimise business processes for organisations who plan, or have already invested, in an SAP ERP system.

The UK SAP consultancy led a Technical Design Workshop with Enfield Council to understand their business processes and develop a solution which could streamline purchase requisitions for office consumables, whilst ensuring that management had the necessary budget information available to effectively approve or reject an order.

Usability was key in development of a bespoke solution which would be operated by occasional users of SAP who were responsible for creating or approving purchase requisitions.

A self-service procurement solution was developed using the latest SAP user-interface technology (SAP UI5) - an easy to navigate and intuitive user-interface which accelerates user-adoption.



### Customer background



Enfield Council is the largest employer in the borough with over 10,000 staff. Situated on the northern rim of London, the cultural diversity, heritage and tradition, closeness to central London and proximity to open countryside make Enfield an exciting place to live, work and do business.

**For more information about Enfield Council, visit:**

<https://new.enfield.gov.uk/>



Absoft's Principal Procurement Consultant and Lead Developer created the solution by customising out-of-the box templates powered by Neptune Software, a specialist consultancy firm who develop cost efficient, secure and user-friendly SAP functionality for deployment on desktop and handheld devices.

### The features

The self-service procurement solution consisted of several key features. A simple workflow guides users through creation of a shopping cart. Such is the simplicity of the shopping cart process, users do not require extensive training in SAP. The solution also integrates with vendor websites allowing users to access online supplier catalogues and transfer items in their checkout basket directly back into the solution before creating a purchase requisition.

Enfield Council ensured that the solution had cost controlled mechanisms in place. Users can only create a shopping cart within their authorised expenditure limits and send orders to their designated approver. A key feature on the approvals' side is functionality which provides context of existing budget commitments, prior to approving pending purchase requisitions, using a simple but highly effective early warning traffic lights system.

### The benefits

The self-service procurement solution has superseded the council's existing SAP Supplier Relationship Management (SRM) module – an aging version which was no longer supported by SAP without investment in an upgrade.

The solution has already shown signs of improved efficiencies within procure-to-pay processes, including improved data quality capture in SAP, with less paper-based admin or over-expenditure. As part of continuous improvement, Absoft continues to work with Enfield Council to evolve the solution and maximise the user-experience.

The versatile self-service solution can be deployed into businesses across a variety of industries and has the capability for deployment on desktop and mobile devices to support procurement teams on the go.

### About Absoft:

Headquartered in Aberdeen, Absoft is a leading SAP specialist with project delivery and implementations across 40 countries worldwide, since 1991. Our consultants' hand-on expertise and functional knowledge ensure we deliver best practice technical solutions for our customers and maximise their return on investment in SAP.

**For more information call Absoft on +44 (0)1224 707088 or email [info@absoft.co.uk](mailto:info@absoft.co.uk)**

### Absoft solution



- Tighter control over indirect spend for office supplies and consumables
- Improved budget reporting prior to shopping cart approval decisions
- Streamlined procure-to-pay processes across a paperless environment
- Enhanced usability for occasional SAP users to capture better data quality