

Imperial College Healthcare NHS Trust



Realising substantial savings and benefits for the NHS patient through Zanzibar

Executive Summary

St. Mary's Hospital within the Imperial College Healthcare NHS Trust was one of the first adopters of the Zanzibar solution, delivered by ProcServe. They completed their first live transaction through Zanzibar in June 2006. The Zanzibar eProcurement Managed Service was selected for its ability to improve management information, reduce administrative time on placing transactions, increase visibility of contracts with suppliers and the associated agreed prices and remove invoice discrepancies.

The implementation project successfully delivered a configured system that seamlessly integrates with their existing Cedar eProcurement and financial systems, providing an end-to-end paperless procurement workflow. Since transitioning, both the Trust and its suppliers have benefitted from a reduction in time processing transactions and have been able to focus on more value-add activities.

The Challenge: Lack of Visibility and Control

The programme was initially started by the North West London Procurement Confederation (NWLPC) to provide further granularity into their procurement spend. Zanzibar was identified as the enabling solution and a number of individual Trusts were selected to participate. Beyond the objectives of the NWLPC it was recognised that the Zanzibar solution would offer a number of other benefits. For example, with the Trusts currently burdened with administratively heavy procurement processes there was the opportunity to remove this non value-add activity. Therefore their case was based on the following:

- Improve granularity of spend information
- Reduce effort required to process transactions
- Eliminate the large number of invoice discrepancies
- Increase visibility of contracts with suppliers and the associated agreed prices
- No charge to suppliers
- Enable collaboration between Trusts to secure better contract pricing

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About Imperial College Healthcare NHS Trust

Imperial College Healthcare NHS Trust was created on 1 October 2007 by merging St. Mary's NHS Trust and Hammersmith Hospitals NHS Trust and integration with Imperial College London Faculty of Medicine. Now the largest NHS trust in the country, they have now come together to establish the UK's first academic health science centre (AHSC).

St. Mary's is a general acute hospital that diagnoses and treats a range of adult and paediatric conditions.

“We chose Zanzibar for two specific reasons. One, for the flexibility it provides the supplier in how they transact with us and receive orders. The second reason was that Zanzibar is the only system on the market where the supplier does not have to pay per transaction. As Zanzibar is a web-based system and ordering is simply done at a ‘click’ of a button, we have seen more time given back to the clinicians and the medical staff which will be allocated back to the patient.”

Denis Kelliher, Head of Procurement
Imperial College Healthcare NHS Trust

The Solution: Zanzibar

The project began in February 2006 with a scope and readiness assessment. The scope agreed was to implement the Zanzibar eMarketplace and integrate it with the existing Cedar eProcurement system. The objective was to enhance the purchase-to-pay (P2P) process by assessing Zanzibar hosted supplier-managed eCatalogues, punch through to supplier eCommerce websites and most importantly using both electronic purchase orders and invoices through Zanzibar to transact with suppliers.

Following the scope and readiness assessment there was a subsequent period where outstanding actions were resolved by the Trust prior to implementation, which began in March 2006. The implementation involved parties from the Trust, ProcServe and the Trust's Cedar Service Provider. The implementation - the configuration and phase one data - was successfully delivered within three months. A feature of particular note during the implementation was the ease at which the Zanzibar solution integrated with the Cedar application, which was completed within just one week.

Results: Improved Management Information

- Enabled more suppliers, of all sizes to trade electronically with Imperial College Healthcare NHS Trust
- Staff have been able to refocus efforts on value-add activities due to faster processes for placing orders and fewer invoice discrepancies
- Suppliers have been able to free up account resource to support the Trust in helping them achieve their procurement goals
- Zanzibar has allowed professionals and practitioners within the hospital to spend more time with their patients and strategic functions

“What we lack in the health service is information about what we buy. Zanzibar provides us with essential management information about our purchases with a detailed granularity that just wasn't available before. Ultimately, this will mean the whole administration time taken for ordering goods and services will be greatly minimised.”

Mansel Chamberlain, Director of Procurement,
North West London Procurement Confederation

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