

“We are now revising our supplier adoption strategy purely on a commodity basis and looking at commodities where there are lots of purchase order transactions and to bring them into Zanzibar.”

Head of Procurement, Policy & Systems,  
Department for Communities and Local Government

### The Solution: Zanzibar through SAP

Zanzibar was identified as a solution which could deliver these benefits as it uses a standard transaction format (cXML) for suppliers to trade electronically. Once implemented, they can trade with any other buying organisation that is subscribed to Zanzibar.

Following the scope and readiness assessment, ProcServe supported the Communities with everything from the creation of the business case, to the integration of Zanzibar with the SAP infrastructure, to the first end-to-end transaction being processed. ProcServe delivered the implementation using the ProcServe-developed ‘Delivering Change Effectively’ methodology which concentrates on:

- ‡ Adopting users
- ‡ Adopting suppliers
- ‡ Managing communications and stakeholders
- ‡ Technical integration

### Results: Cost Reduction and Efficiencies

The following benefits have been achieved by the Communities:

- ‡ Staff have been able to refocus efforts on more value-added activities
- ‡ Reduced effort required to process transactions
- ‡ Eliminated the number of invoice discrepancies
- ‡ Increased visibility of contracts with suppliers and the associated prices
- ‡ Increased number of electronic purchase orders and invoices delivered through the SAP system
- ‡ Enabled suppliers of all sizes to trade electronically with the Department.

“The beauty of going into Zanzibar is that we do not need to maintain any of the catalogues as they are maintained elsewhere, which results in considerable savings in efficiencies and time.”

Head of Procurement,  
Department for Communities and Local Government

“We are looking to remove paper and the manual inputting of data from our purchase-to-pay processes. We want to be completely electronic and Zanzibar helps us achieve this aim.”

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Department for Communities and Local Government

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