

Our Customers

ProcServe delivers market-leading eCommerce solutions to large, mid-sized and small organisations across the globe. Our customers range from large blue-chip commercial organisations through to Central Civil Government, Local Government and Housing Associations.

Please select below for examples of our experience across various industry sectors including:

- [Central Civil Government](#)
- [Housing Associations](#)
- [Health](#)
- [Education](#)
- [Local and Regional Government](#)
- [Shared Services](#)
- [Commercial Sector](#)

Public Sector

ProcServe provides the national UK Government eMarketplace solution. It currently delivers the following Government marketplaces: **Zanzibar**, **OPEN**, **xchangewales eTrading** and **xchangewales eTrading for Schools**. The Zanzibar service is delivering real benefits to users right across the public sector. Some examples include:

Central Civil Government

Using Zanzibar's purchase-to-pay capability is helping procurement professionals in central government departments such as the Crown Prosecution Service and Treasury Solicitors to optimise their buying processes and control their third party spend, helping them to tackle efficiency challenges more comprehensively than ever before.

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- [Department for Work and Pensions Case Study](#)
- [Crown Prosecution Service Case Study](#)
- [TSOL & Zanzibar](#)
- [CLG Case Study](#)

Housing Associations

Thanks to Zanzibar, Gwalia Housing Association is able to get electronic invoices in respect of three quarters of the purchase orders that they are raising through the marketplace - a

performance that outstrips most public and private sector organisations. Gwalia can really demonstrate how they have risen to the challenges of the EU's i2010, targets, putting them on a footing with the best in Europe.



- [Gwalia Case Study](#)
- [Procurement for Housing](#)

Health

Zanzibar's Catalogue and Content Management functionality puts public sector buyers in the driving seat when it comes to having the best collaborative deals literally at their fingertips. After logging onto Zanzibar for the first time, a North West London Health Trust found a collaborative contract that slashed the cost of defibrillators by 50% compared with what they had been paying.



- [Imperial College Healthcare NHS Trust Case Study](#)

Education

Zanzibar is at the heart of the Department for Education's massively ambitious OPEN programme, creating a one stop online shop for schools throughout England and Wales. To date over £25 million worth of goods and services have been purchased through OPEN. Assurity of supply is of course vital to the efficient running of schools. By adding its catering suppliers to the OPEN marketplace Teign School in Devon knows that 100% of its orders are delivered fresh next day, ready to feed 1,300 hungry children and staff.



- [OPEN Case Study](#)
- [Vale of Glamorgan Case Study](#)

Local and Regional Government

Arguably the jewel in Zanzibar's crown is the ability of the system to capture every detail of every transaction conducted through the system as it happens. This means not just knowing how much has been spent on what, by whom and with whom but to make informed buying decisions on every purchase before it happens, spot trends in price variation and make demand management decisions. Caerphilly use xchangewales eTrading to access Welsh framework contracts and make paper purchases, rather than through Zanzibar and the English framework contracts.



- [Gwynedd Council Case Study](#)

Shared Services

When it comes to shared services, the Department of Work and Pensions is a public sector exemplar. Not only has it saved £15 million during 08/09, but they also extended the service beyond its departmental boundaries to Cabinet Office, CMEC and DCSF with more expected to join

in 2010. We are confident that OGC's Procurement Capability Review prediction from 2007 that: "DWP has led Government in implementing Zanzibar for eProcurement. This looks promising and with Oracle provides a potentially world class P2P platform" is coming to fruition.



- [DWP Shared Services Programme](#)

Commercial Sector

ProcServe helps commercial sector organisations save both time and money by streamlining and automating their supply chain and procurement processes. Our best of breed eProcurement technology is also enabling organisations in the commercial sector to make money by enabling their customers to buy products and services much more efficiently from them. ProcServe manages the complexity associated with purchasing and maintaining different systems and interfaces for buyer and supply side organisations, already enabling the eInvoicing integrations for a number of large international customers.. We operate in a variety of sectors including Telecommunications, Manufacturing, IT & Professional Services and Healthcare.



- [K International Case Study](#)
- [Source One](#)
- [BSI Story](#)

Find out more about how our customers have benefited from our eProcurement solutions by reading our [case studies](#) and [testimonials](#) sections.