

## Homing in on suppliers using Delta eSourcing

“ Not only have I found the functionalities of the Delta eSourcing platform very straightforward and user-friendly, the assistance provided by the Helpdesk team is simply second to none. Excellent service! ”

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Metropolitan

**Background:** Metropolitan is a leading provider of integrated housing services, care and support, and community regeneration. It manages over 36,000 affordable homes for rent and sale to those with the greatest need, along with a range of care and support services. In total, Metropolitan provides a diverse range of service to over 80,000 customers across London, the East of England and the East Midlands.

**The Challenge:** Metropolitan had no visibility or structured mechanism for identifying and engaging with suppliers for their low-value tender processes. A time-consuming manual process meant that suppliers were searched for individually and then contacted by telephone to confirm their interest in bidding for work, with supplier lists created manually.

**The Solution:** To address the issue of having a manual process, Metropolitan reviewed the market and chose to adopt the Delta eSourcing service which offered easy set-up of contract lists by type, such as category/sector or geography, which could be shared across the organisation. Additionally, the Quick Call module allowed for automatic messages to be sent direct to relevant pre-identified suppliers.

**Project Benefit:**

- Easy-to-use service for both buyers and suppliers.
- Greater exposure of the opportunity to relevant suppliers, generating significant interest across a variety of suppliers, from large companies to SMEs.
- Reduced administration and burden on staff.
- Readily available Helpdesk assistance.

**Results:** Metropolitan received an exceptional amount of interest from suppliers for the Handyman Service, which was of relatively low value. They managed to efficiently invite tenders for their requirements, without having to search for suppliers, telephoning them individually to check whether they would be interested in bidding for Metropolitan's requirements, and then manually sending them tender documents. The general exchange facility that Delta offers was perfect for this type of tender.