



Norfolk and Suffolk 
NHS Foundation Trust

Challenge

In 2014, Norfolk and Suffolk NHS Foundation Trust sought to consolidate its procurement department in order to run tenders more efficiently. A couple of years prior to this, the Foundation was still running its contracts process manually over paper.

However, Procurement Lead Paul Smith sought to modernise the department by embracing electronic tendering; he wanted, in his words, to “move with the times”. A comprehensive buyer and supplier engagement programme was what the Trust decided it required, and Delta instantly came to mind after a conversation some months previously. The Trust’s Procurement Team believed the Delta system could solve the endless paperwork they had to process on top of their busy working schedules.

“Delta is great value for money and confidence is instilled within the Foundation from using such a robust and compliant system that meets all our needs.”

Paul Smith, Procurement Lead

Approach

Norfolk and Suffolk NHS Foundation Trust liaised with one of Delta’s business development managers who presented a live demonstration of the eSourcing platform.

Delta was the first choice and was instantly approached by the Trust. Paul Smith put together a business case to support Delta which was approved and all processes were carried out efficiently to get the system up and running.

The Procurement Team was aware of other eSourcing providers available to them; however, Delta’s straight-forward and easy-to-use application made it a clear winner. It fulfilled all the Trust’s specific needs. Initially signing up to a year’s subscription, Norfolk and Suffolk NHS Foundation Trust has since renewed its contract with Delta due to the high level of satisfaction with the platform.

Improvement

Delta eSourcing has made considerable improvements and enhancements to Norfolk and Suffolk NHS Foundation Trust’s business processes. The system has reduced timescales dramatically on all tender exercises and everything is compliant with the Trust’s internal and external audits. Not only that, the system is transparent and complies with all national guidelines, giving the Trust peace of mind. The Trust has only ever had to call the helpdesk on one occasion, at the beginning of their contract, as they have never experienced any issues with the system.

Continuous improvements to Delta through new functionalities have allowed Norfolk and Suffolk NHS Foundation Trust to keep up to date with the latest technology developments – and they are now looking forward to utilising the platform’s new Dynamic Purchasing System (DPS) module.