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University of Leicester selects Delta to support the next phase of its Procurement Strategy

Background

The University of Leicester is a leading university committed to international excellence, world-changing research and high-quality, inspirational teaching. It is ranked among the world's top 1% of universities. The University aims to continue to aspire to be the very best in everything that it does.

Business Challenges

James Trotter is the Director of Procurement for the University of Leicester. For a long time one of his main concerns was that the University's existing e-tendering system was clunky and unintuitive. James was keen to roll out an e-tendering system beyond the Procurement Team and Estates Department, to help enforce Procurement Rules and consistency of process, but didn't feel the e-tendering system then being used was user-friendly enough.

“The helpdesk is fantastic”

James Trotter, Director of Procurement,
The University of Leicester

During this time, the University of Leicester wanted to get more out of its e-tendering system, using further functionality including tender evaluation and contract management. Due to various misgivings with the incumbent e-tendering system, it was thought sensible to scope out the market for a superior product before progressing work any further.

They decided to look for a system that gave them confidence and was compliant – and Delta best suited their needs.

Solution

The Delta eSourcing system was introduced, allowing the University of Leicester to reap the benefits of its various features.



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The University of Leicester adopted the following modules:

- Tender Manager Unlimited
- Quick Call
- Contract Manager (including Change Control + Supplier Performance)
- Project Manager
- Supplier Manager
- Supplier Engagement
- Onsite Training Session
- Buyer Profile

Benefits

Since the University of Leicester began using Delta eSourcing, it has been able to streamline the entire e-tendering experience. James states that there was “a quick and painless transition from the previous e-tendering system to Delta, taking only three months, including Christmas”.

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James Trotter, Director of Procurement,
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James also highlights that “both University and supplier users of Delta have confirmed its intuitiveness”.

He continues: “The Procurement Team raise OJEU notices through Delta; this functionality within our previous e-tendering system was so clunky it caused us to raise these notices in a separate system.”

Delta’s unique customer service offering has been singled out as exceptional – yet again – as James enthusiastically emphasises: “The helpdesk is fantastic!”

The previous provider’s helpdesk had 1st and 2nd tier support where only the simplest of queries could be dealt with by the 1st tier, meaning delays in getting a solution from the 2nd tier. James sums up his thoughts on the Delta helpdesk by stating: “Nine times out of ten Delta’s helpdesk answers your query straight away. It also deals with supplier queries, whereas these used to come direct to the University’s Procurement Team when we had our previous e-tendering system.”

James Trotter, Director of Procurement for the University of Leicester and Head of Procurement for Loughborough University.