

CASE STUDY

How a World-Leading Research Institute Cut Down Ordering Time by 75%.

Introduction

An international leading research institute with over 100 researchers near Cambridge, UK, had its central procurement department juggling with over 150 vendors and welcoming around 10 new vendors every year. They managed a complex time-consuming ordering process with multiple manual steps prone to human error and inefficiency.

Key facts



Client

Leading Molecular Biology Research Institute near Cambridge, UK



Challenges

Time-Consuming Product Research | Order Errors | Missed Cost Savings | Inefficiency Costs



Solution

Access to the ZAGENO marketplace and the Spend Dashboard | Accounting Integration



Results

Reduced researchers' time spend ordering by 75% and cost per orders by £75

Challenges

The central procurement department was looking to simplify its ordering process, which had four issues:

Slow Product Searches

Researchers and lab managers waste time searching for products, causing frustration and inefficiency.

Order Errors

The procurement department often handles inaccurate product data and wastes time correcting invoices and POs.

No Pricing Analysis

Ordering behavior and savings analysis aren't possible due to missing or false data and no connecting tool.

Inefficiency Costs

Manually handling Purchase Orders costs £100+ compared to £25 if automated.

Solution

The procurement department wanted the solution to **reduce time and effort in the ordering process for researchers** as well as offer cost analysis and **eliminate manual correction work**.

We implemented access to the ZAGENO marketplace, which included the following:

- Access to the ZAGENO marketplace, with customer-specific prices uploaded
- Integration with their existing procurement system in less than 2 weeks
- Onboarding of the researchers on the platform
- Access to ZAGENO Spend Analytics Dashboard

Results

Directly from the start, using the ZAGENO marketplace allowed the research institute to:

- **Reduce time spent ordering by 75%**
- **Eliminate the risk of incorrect product data by 100%**
- Streamline the work of their procurement team, **reducing the cost from 100+GBP to less than 25GBP/Order.**
- Procurement teams can now analyze ordering behavior and **identify saving potentials.**

Lessons Learned

This case study highlights the transformative potential of ZAGENO's marketplace and analytical tools for organizations grappling with complex procurement processes. By integrating these solutions with existing systems, organizations can greatly enhance their efficiency, accuracy, and financial performance. Through partnering with ZAGENO, the research institute was able to revolutionize their procurement process



“Unlike any other website, as a marketplace, ZAGENO enables us to find the right product in seconds. And we save so much time with the straightforward ordering process.”

Ph.D., Director of Research Facilitation



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zageno.com/marketplace
sales@zageno.com

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