



The power of one.

# Global metals company gains speed and efficiency with Eka's E-sourcing solution


## Background

A global metal company focused on mining, exploration, smelting and metals recycling was processing over 200,000 emails each year to secure contracts with suppliers. The system was inefficient, time consuming and error prone. The company needed a faster, more efficient process to improve customer service, secure deals faster and eliminate errors.

### **Business challenge**

Manual purchasing processes resulted in communications through 200,000 emails from business partners each year. The emails were untracked and often had errors. The company did not have real-time visibility into pricing, and manual processes delayed service requests, order requests, invoicing, shipments, and settlements. Traders were spending most of their time going through documents, entering data in CTRM and providing updates to suppliers. Suppliers used email for contract details, GMR summaries, GMR details, assay details, and payment and invoice information.

Shipment information was also provided in spreadsheets. There were occasional mistakes or missing shipments requiring multiple communications between the company and suppliers and creating delays and inefficiencies. Assay exchange was managed manually. Both parties would send sealed envelopes to each other, go through the assays and then act, consuming more time.



Buyers were spending 15–20% of their time negotiating, setting prices, and answering queries on payments, schedules, invoices, shipments, etc. This is time they could have spent exploring new suppliers and new opportunities.

## Business solution

The company chose Eka's E-sourcing solution to replace manual supplier collaboration. They chose Eka's Cloud Platform to enable 100% visibility and real-time collaboration anytime, anywhere.

The company and its suppliers can view reports of all transactions recorded on demand on any device. This includes bids, contracts, assays, arrival notes, weighing and sampling, price confirmation, tickets and transport, sales, invoices, and payments. They publish prices, register a bid and negotiate online to accept, reject counter and reconfirm. They created alerts to trigger with breaches in important KPIs. Using the assay exchange feature, suppliers can accept assays directly or decide to exchange assays with the company.

# Business benefits



## Increased market efficiency

The company's buyers no longer waste 20% of their time calling, emailing or faxing suppliers. E-sourcing solution enables real-time analysis, calculation and publishing of price information, addressing the inherent inefficiencies with large, more complex pricing strategies. Business partners can update, upload or view documents, analyze transaction histories and conduct negotiations online. Automatic updates provide real-time views of contracts, PO status, payments, tickets, etc.



## Increased corporate efficiency

Gaining 20% more time enables the company to reallocate staff to highvalue activities to evaluate new suppliers, better serve existing suppliers, and improve contracts. All trading partners have a single, accurate picture of the business, decreasing confusion and enabling faster, better collaboration.



## Real-time access

Automating processes decreases time spent communicating with suppliers, reducing the cost of each transaction while removing latency of information sharing. They no longer waste time chasing down information on multiple emails and phone calls, keeping teams focused on the higher value activities.



## Better service levels

Eka's E-sourcing solution removes manual responses to service requests and inquiries, enabling faster responses to suppliers and improving communication and collaboration. Business partners have more autonomy to update, upload or view documents and transaction histories (orders and balances) and can conduct negotiations online, making it easier for them to do business with the company.



## Increased visibility and communication

The company and its suppliers have a single, shared view of information, including alerts and notifications when disruptions occur, improving supply chain performance and inter-company interactions. They can negotiate in real time, working through contracts and pricing instantly instead of waiting hours or days for return phone calls or emails. They can analyze options across suppliers quickly and onboard new trading partners easily.



## Improved compliance controls

Extended automation of manual tasks creates a comprehensive audit trail. Analysis of available data facilitates more informed decisions around selection of counterparties.



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Eka supports over 100 customers globally and has proven industry expertise in helping customers achieve digital transformation, solving complex business challenges in an environment of continuous change.

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