

# Arming Defence Procurement

CASE STUDY

## THE CLIENT

Our client is a giant industrial setup which functions under the Department of Defence Production of the Ministry of Defence.

Headquartered at Kolkata, they are a conglomerate of 41 Factories, 9 Training Institutes, 3 Regional Marketing Centres and 4 Regional Controller of Safety.

They hired mjunction for development, deployment and maintenance of eProcurement system for organizational wide use in all their factories throughout India.

## CHALLENGES

- Compromising transparency with no online negotiation with vendors
- Delayed communication due to massive paper-work during tender evaluation
- Customer support with single channel increases the number of complaint causing delay in resolution
- Portal slowness. Redundant hardware and resources
- Increased tendering time. No dedicated storage space for individual user to upload documents for future use
- Dependency on customization and delay in output of various types of MIS reports
- Only compatible with Internet Explorer browser

## OUR STRATEGY & SOLUTION



Introduced user friendly UI, updated application architecture with suggested best hardware infrastructure increasing scope from PQ to Online Payment



Designed complete online negotiation, tender evaluation, approval workflows customized with their organization hierarchy



Increased channels of communications - 2 Toll Free Helpline, Online Chat, Online Complaint portal, Email for faster resolution



Increased transparency within the organization through extensive online workflow mechanism and increase in scope of work



Streamlined the process of tendering and reduced the tendering TAT by introducing central repository system for all tendering templates which are accessible throughout their organizations



Apex view of the procurement to OFB senior management in real time customizable dashboard with various downloadable formats



Realtime monitoring and update via Mobile App



Digital Locker for document storage to every users of the portal



Removed the dependency of any external plug-ins to access the portal. Compatible with all known browsers in Windows platform

## OUTCOME



8000+ vendor's onboarded within 6 months



8500+ tenders published within 6 months



1000+ supply Orders placed within 6 months



1600+ users has been trained online



Industry defining best practices with superior capabilities, embedded in a unified platform to digitally transform procurement function in public sector organizations

Designed for transparency and flexibility to meet the evolving demands of public procurement and enabling public sector organizations to focus on their strategic vision

Connect with us to know how we can help you create digital innovation