

Caltech's HigherMarkets™ Solution Achieves Great Cost Savings and Efficiency

With 2,550 employees, the California Institute of Technology's (Caltech) mission is to expand human knowledge and benefit society through research integrated with education. Caltech investigates the most challenging, fundamental problems in science and technology in a singularly collegial, interdisciplinary atmosphere, while educating outstanding students to become creative members of society.

SciQuest's HigherMarkets solution has enabled the California Institute of Technology (Caltech) to achieve greater costs savings by simplifying their purchasing processes, improving operating efficiency, and enabling campus-wide access to a wider catalog of suppliers. Through its rich product categorization, in-depth product taxonomy, and simplicity of use, SciQuest's HigherMarkets solution has made it easier than ever before for the user community of this research-intensive institution to reap the benefits of their preferred supplier relationships — resulting in 98% user adoption of their e-procurement system and greater visibility into spend.



INDUSTRY:

Higher Education

EMPLOYEES:

2,550 Faculty & Staff

ENROLLMENT:

2,086 Undergraduates & Graduates

LOCATION:

Pasadena, California

CLIENT SINCE:

2004

SCIQUEST SOLUTIONS:

HigherMarkets™ Spend Director
HigherMarkets™ Requisition Manager
HigherMarkets™ Order Manager
HigherMarkets™ Science Catalog

TECHNOLOGY ENVIRONMENT:

Oracle

California Institute of Technology

KEY CHALLENGES

Caltech was in need of an easy-to-use, self-service purchasing approach that would:

- Improve the quality of procurement services to the Caltech community by simplifying and streamlining the purchasing process
- Utilize and manage negotiated contract pricing and enable online catalog ordering for the Caltech community
- Improve operating efficiency within the Caltech end-user community as well as with purchasing functions
- Achieve greater cost savings by aggregating and leveraging institute-wide purchasing volume for products/services



SCIQUEST SOLUTION

SciQuest specializes in meeting the strategic procurement needs of research-intensive organizations, like Caltech, through its on-demand supplier enablement and procurement automation solutions. Specifically designed to meet the unique needs of colleges and universities seeking to enhance purchasing processes, HigherMarkets can promote contract compliance, integrate with existing financial and ERP solutions, increase visibility into organizational spend, and help advance the institutions' missions. HigherMarkets manages the entire institutional procurement cycle—from requisitioning, approving and purchasing, to receiving, invoicing and payment processing.

Caltech turned to SciQuest's HigherMarkets, a modular suite of automated procurement applications, including Spend Director, Requisition Manager, Order Manager and Science Catalog, to overcome its key challenges. The broad SciQuest Supplier Network (SQSN) offers Caltech the advantage of a low-risk, cost-effective method to enable access to a critical mass of suppliers. The collaborative partnership with SciQuest's Global Professional Services team helped Caltech realize integration, rapid implementation, and continuous support of the application. In addition, SciQuest's Managed Services team delivers a service-first approach to ensure the network's integrity and accuracy of catalog content through rich categorization and taxonomy.

Heavy IT support, typical of enterprise software implementation, was not necessary for the HigherMarkets roll-out at Caltech. SciQuest's software-as-a-service (SaaS) delivery model in which the entire application is hosted by SciQuest minimizes IT's involvement. The application is specifically configured for Caltech's unique procurement workflow needs. To access the system, Caltech end-users simply need an ID, password and secure internet connection. Further, the SaaS model eliminates the need for any dedicated hardware or other capital investments.

SUCCESS

By enabling electronic ordering through "TechMart," Caltech's private e-marketplace which is powered by SciQuest's HigherMarkets, Caltech has streamlined the procurement process and improved the quality and ease of purchasing within the entire campus community. Caltech transformed central purchasing from an "order shop" to a strategic procurement function. In addition, end-users welcomed the transition from inadequately-equipped requisitioners to empowered buyers.

Since implementing HigherMarkets, 98% of TechMart users have been trained and are using the system largely because of the ease-of-use and product search features of the SciQuest application. Caltech also required all orders other than P-card purchases to be placed electronically. Users can place online catalog orders with 40 preferred suppliers enabled in the Supplier Network. Further, by leveraging institute-wide procurement volume, Caltech can negotiate contract pricing and achieve greater institutional cost savings.

SciQuest's unique combination of the Supplier Network and Managed Services team allows Caltech to reallocate internal resources for more strategic procurement initiatives. Acting as an extension of Caltech's procurement team, SciQuest's Managed Services eliminates the day-to-day burden of monitoring supplier ecatalog content and order quality. Combined with a SaaS delivery model, this solution allowed Caltech to attain maximum ROI while keeping the project in-scope, on-time, and on-budget.

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