Refresh™

YOUR DATA MASTERED

Big Data Standardization Software For Inside the Enterprise

Refresh™ Data Standardization Software Customer Case Study:
Auto UNSPSC Classification for Global Top 5 University

Global Top 5 University – Key Facts

Revenue:
Approx. 1.5 Billion USD

Annual Purchasing Spend:
Approx. 590 Million USD

Number of Employees:
Approx. 18 000

Number of Students:
Approx. 21 000

ERP Systems:
Centralized Procurement Team Using ORACLE Financials Various Reporting Tools

Level of In-House ERP Knowledge:
Excellent project team - many years of ORACLE Financials experience

Level of Purchasing Knowledge:
High. Sourcing Innovators. Constantly increasing the level of spend penetrated by the central purchasing team across more than 130 university departments.

Refresh License:
Refresh Desktop

Live with Refresh since:
2011

Current Status:
Tagging all ORACLE purchase order lines to UNSPSC as part of the medium term purchasing strategy

Regions using Refresh:
Purchasing Department
Finance Division

Refresh Languages installed:
English

Combined Standards in Refresh:
UNSPSC Segment
UNSPSC Family
UNSPSC Class
UNSPSC Commodity
ISO 8000 Noun Qualifiers for all Items and Services category-wide
HTS/INTRASTAT

Business Challenge:

In 2011 one of the world's leading universities was facing a challenge – how to increase spend penetration in the right commodities with continued demonstrable savings. The university had already covered significant ground – with an excellent record in increasing the % spend penetrated over the last five years almost one hundred fold.

Even with this substantial success management had targeted even more future spend visibility and spend analysis for the majority of the university's Purchase items, services and suppliers in the Oracle Financials system.

In terms of in-house software tools, the organization had been running Oracle Financials successfully for many years as well as some best-of-breed reporting tools. However, the current tools were not the main problem – the underlying raw data was the real issue. It was extremely tough to get users to provide trustworthy spend classification across an extremely diverse group of commodity groups from stationery to building services to complex medical equipment.

The main problem remained: **how best to automatically tag extremely diverse and sometimes cryptic Oracle purchase line items to UNSPSC?**

After investigating the market for a specialist tool and including in-depth live demo test of actual line items sampled from some of the 130 university departments, Refresh™ Desktop software was selected.

Some factors which were key in the selection of Refresh™ included:

+ Ease of use allowing the right person to do the job quickly
+ Deep Global International Standards experience & content
+ Pre-Built dictionaries ready to use on day 1
+ Low software license cost and low implementation effort
+ No need to touch the Oracle system / any Oracle resource
+ Fresh's agility in customer customization of software
+ Coverage of diverse spend categories
+ Ready to use noun-modifier additions for Higher Learning
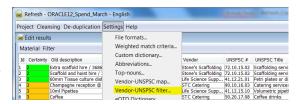
The Solution:

Refresh Desktop was deployed in English within one week of purchase so the standardization of the Oracle purchase lines could commence in record time. The original higher learning Refresh dictionary already included a slightly increased number of noun-modifiers especially from the medical, research, services and chemical families. The total number of individual noun-modifiers in the delivered dictionary exceeded 46700.

The university purchasing team and especially the lead purchasing analyst was extremely good at describing possible enhancements in the Refresh tool. These were incorporated in a delta Refresh version and rolled in to the general product in record time.

"It really has taken you no time at all – and it's going to be a great help. It's good to know that Fresh are treating our requests with such enthusiasm"

Project Manager & Purchasing Analyst

One of these key enhancements was a way to match especially cryptic purchase order descriptions to UNSPSC through hints and filters related mainly to the vendor type:

Refresh Vendor UNSPSC filters steer matches by supplier type

Key Business Benefits:

The university has been using the Refresh software to cleanse and manage purchase order line descriptions across all departments. Purchase order descriptions are matched against a common hierarchy for all products from all suppliers. True spend is reflected, and a detailed view of what the University is buying is the result, highlighting common purchasing trends across all divisions, and any category areas which require further cost improvement. The Purchasing department can use this data to develop detailed purchasing strategies accordingly, thus ensuring that the University is achieving true value for money from its suppliers as part of the organization's 3-5 year strategy.

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