

## CASE STUDY:

NHS WALES

# EMARKETPLACE ALLOWS NHS WALES TO REDUCE THE AMOUNT OF PAPER INVOICES

NHS WALES HAS BEEN AT THE FOREFRONT OF EFFORTS TO IMPROVE THE EFFICIENCY OF BACK OFFICE OPERATIONS AND, IN DOING SO, RELEASE RESOURCES FOR PATIENT CARE. SINCE 2006 IT HAS OPERATED A SHARED SERVICE CENTRE PROVIDING FINANCE SUPPORT TO ALL 10 LOCAL HEALTH TRUSTS/ BOARDS IN WALES USING AN ORACLE ERP SYSTEM. MORE RECENTLY IT HAS JOINED THE XCHANGEWALES E-TRADING PROGRAMME, SUPPORTED BY BASWARE (PREVIOUSLY PROCERVE, NOW A BASWARE COMPANY), TO HELP TRUSTS/BOARDS SECURE FURTHER SUBSTANTIAL EFFICIENCIES IN THEIR ORDERING AND INVOICING PROCESS.



### THE CHALLENGE

Before 2009, NHS Wales relied upon a mixture of ordering via email and fax, and the manual entry of paper invoices. It wished to replace these solutions with a more efficient process which was also fully HMRC compliant for eInvoicing. The solution needed to be secure and enable requisitioners to share access to the contracts and catalogues that provide best value for money.

### THE SOLUTION

In appointing Basware, Value Wales had a number of specific goals. Specifically, it wished to achieve the following across the Welsh Public sector (although some of these were

not applicable to the NHS as they were operating the Oracle system).

### MORE EFFICIENT ORDERING

Basware's solution allows user requisitioners to place orders electronically, either as free-text orders or selections from a catalogue. The system also allows a straightforward request for quotation to be sent electronically to multiple suppliers capable of fulfilling a requirement, and to collect quotations and sort them in price order.

NHS Wales also required a replacement catalogue system which would allow all Trusts to order swiftly and accurately from a single, shared catalogue.



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd  
Cwm Taf  
Health Board

#### INDUSTRY:

Healthcare

#### LOCATION:

Cardiff, Wales

#### SOLUTIONS IN USE:

- eMarketplace
- RFX suite

basware

Simplify Operations, Spend Smarter.



## **PURCHASE ORDERS CAN BE COLLECTED ELECTRONICALLY AS SOON AS THEY ARE SENT**

By using Basware, NHS Wales joins the wider xchangewales e-trading community and has the opportunity to access other pan-public sector catalogues where this will provide good value for money.

### **IMPROVED ORDER FULFILMENT**

The solution meets NHS Wales' objective of allowing major suppliers to fully integrate their order management systems so that purchase orders can be collected electronically as soon as they are sent, and invoices can be provided automatically, with no user intervention required.

### **"THE BASWARE SOLUTION IS FLEXIBLE AND EASY TO USE."**

### **MORE EFFICIENT INVOICING**

The Basware Network allows NHS Wales to reduce the amount of paper invoices being received, processed and scanned. It provides an e-invoicing solution

that does not require user intervention to load the invoice into their Oracle iProcurement instance.

This does require supplier adoption which does need effort on the part of both parties but once the required connections have been made the system is integrated.

### **HIGH LEVELS OF SECURITY**

The Basware platform meets NHS requirements to be accessible via the secure NHS N3 network and interface into the Welsh secure Public Sector Broadband Aggregation network (PSBA).



### **HOW BASWARE WORKED WITH NHS WALES**

NHS Wales led the project, forming an implementation team including both the Shared Service Centre, Local Trusts/Boards, Patech (the system integrator), Basware and the xchangewales programme. This joint approach was important to ensure that the roll-out was coordinated effectively.

### **"THE JOINT APPROACH MEANT THAT THE ROLL-OUT WAS CO-ORDINATED EFFECTIVELY."**

The project team worked to a common implementation plan, with functionality introduced in a staggered way, following rigorous testing.

This was a high profile and challenging implementation, not least given the number of organisations involved and the particular security dimension. Basware provided continuing support throughout and accommodated a number of requests to meet the very specific needs of NHS Wales. It assigned a highly experienced specialist who attended regular project meetings, providing advice and support to the project team throughout. Basware also provided briefing and consultation to senior NHS and Welsh Assembly stakeholders to

ensure that their needs were fully understood and acted upon.

### RESULTS AND BENEFITS

Currently all Local Health Boards/Trusts within Wales are live and able to issue electronic purchase orders and invoices. Feedback from users suggests that the Basware solution is flexible and easy to use, meeting their requirements.

Phase 2 of the project brings access to the catalogue system, which will result in the NHS realising further efficiency through not having to maintain internal catalogues within Oracle. This will generate further savings in terms of more efficient handling of catalogues and more control over spend.

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**"THE BASWARE NETWORK ALLOWS NHS WALES TO REDUCE THE AMOUNT OF PAPER INVOICES BEING RECEIVED, PROCESSED AND SCANNED."**

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### ABOUT BASWARE

Basware is the global leader in providing purchase-to-pay and e-invoicing solutions in the world of commerce. We empower companies to unlock value across their financial operations by simplifying and streamlining key financial processes. Our Basware Commerce Network enables easy collaboration between buyers and suppliers of all sizes. With Basware, businesses can introduce completely new ways of buying and selling to achieve significant cost savings and boost their cash flow.

Find out more at:

[WWW.BASWARE.COM](http://WWW.BASWARE.COM)

