



Take advantage of a five-year history of savings generation with SureStock's award winning Managed Procurement Service and look forward to cost reductions in your NHS organisation. Reap the benefits of the many SureStock products and services that are made available, free of further cost, as part of the Managed Procurement Service. We will implement our e-Procurement systems and use our Procurement expertise to design and implement more efficient purchasing and supply processes, to help you achieve financial savings.

The Managed Procurement Service

SureStock has considerable experience of managed service arrangements within the NHS. We can take complete responsibility for the Procurement function and are willing and able to procure absolutely everything your NHS organisation needs. Whether consumable products, capital equipment or services, we can procure any value, in any volume, at any technological level, sourced from any supplier on your behalf. The greater the scope offered to SureStock the greater the benefits delivered.

SureStock's Managed Procurement Service can be tailored to meet your organisation's needs. SureStock has extensive experience of the delivery of strategic Procurement reviews and the implementation of best practice Procurement. We can design and implement more efficient purchasing and supply processes, increase the quality and timeliness of service, apply effective cost control and implement value-adding processes. Furthermore we can create Stakeholder Review groups and apply continuous improvement tools and techniques.

PROCUREMENT PEOPLE

SureStock can provide all of the staff for a complete Procurement department. However, it is more common to take on an organisation's existing procurement staff and TUPE them into SureStock. Whatever the source, the staff are given the opportunity to continuously up skill so that they become strategic buyers instead of order processors. On-going personal development may take the form of CIPS professional purchasing courses and

intermediate and advanced PC skills. In addition SureStock's tools and techniques for continuous improvement are employed including OCC Circles and Communications Cells for procurement personnel to review performance against key performance indicators, and to identify and address areas for improvement.

SureStock believe that to achieve very high levels of success cultural change and effective communication of objectives is vital to ensure that the project is 'bought into' at all levels of an organisation. A range of change management techniques are applied in SureStock's Managed Procurement Service.

PROVISION AND INTEGRATION OF WEB-BASED PROCUREMENT SYSTEMS

In the SureStock Managed Procurement Service we use many of our other Procurement products and services, but we make no charge for them. As SureStock employs the 'Shared Savings Model', we are motivated to use any software or techniques that might help us reduce procurement costs further for your NHS organisation.

SSR SureStock's e-procurement system:

SureStock believes that implementation of a feature rich e-procurement system such as SSR, SureStock's system, is a fundamental requirement for an efficient procurement function. Our experience suggests that implementation of an e-Procurement system allows fragmented

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and inefficient procurement processes to be consolidated into one effective process. It provides a more efficient, paperless system for raising and gaining approval for requisitions, converting requisitions to orders and transmitting orders to suppliers. Consequently effort required to raise orders is cut dramatically enabling staff to be better deployed on added-value activities. One of our customers was using a paper based procurement system with each order costing on average £40. By implementing electronic cataloguing and procurement processes, SureStock was able to cut the cost of individual orders to just under £7.

The ease of use of the system combined with a built in catalogue and 'shopping lists' containing only products approved by the organisation and its users, encourages 'on-contract' purchasing and reduces maverick spend. SureStock's experience with other clients shows that transaction costs can be cut dramatically. Comprehensive and instantly available management reporting facilities lead to greater financial control improves transparency and openness and encourages 'informed' decisions to be taken. SSR functionality also supports Materials Management. Further information on SSR, SureStock's e-Procurement system, that interfaces with all available finance and stock control systems is available separately.

STR SureStock's e-Tendering and Reverse Auction System:

Significant reductions in procurement costs are obtainable through the introduction of an e-Tendering and Reverse Auction system, such as SureStock's STR system. SureStock's research suggests that cost savings of between 10 - 30% are capable of being realised. Further information on STR is available separately.

SIS SureStock's Inventory Management System:

SureStock's inventory management system, SIS, has been designed to enable an organisation that has one or many small stores to take control of what is held within them. Whether it is a secure store, or a Facilities store, the system can track goods issued, track movements, re-order to replenish stock and book goods in. A simple traffic light system is used to give an instant picture of stock availability. More information on SIS, SureStock's inventory management system is available separately.

KEY PERFORMANCE INDICATORS

As with most outsourcing arrangements, SureStock measures and reports on the service actually achieved by the Procurement department. The results are discussed in monthly meetings and any required actions followed up.

While Service Levels measure the basic performance of the Procurement Department, there is a need for broader and more subjective measures. SureStock performs Customer Satisfaction Survey's twice a year and issues questionnaires to a broad range of users throughout the organisation. The responses are opened and tabulated at SureStock's headquarters so that the process has proven integrity.

SAVINGS

Savings are calculated, reported and reviewed monthly, using current transaction and baseline costs, before being agreed.

Minimum Benefit Guarantee

During contract negotiation, we will prepare an estimate of the savings that we are completely confident we can deliver and will then contractually agree to these.

No Charge Items

These include:

- ◆ Our SSR e-Procurement system, irrespective of the number of users
- ◆ Our STR e-Tendering and reverse auction system, irrespective of the number of tenders
- ◆ Our SIS Inventory Management System
- ◆ The increased skills of the Procurement staff
- ◆ New methods such as Product Review Groups

AWARD-WINNING SERVICE

SureStock's achievements with this Managed Procurement Service were recognised when, in partnership with the Warrington site of North Cheshire Hospitals NHS Trust, it won the overall prize for Excellence in Purchasing and Supply at the prestigious CIPS sponsored Kelly's Awards in November 2001.

