



Microsoft Dynamics CRM Case Study

Yorkshire and Humber Commercial Procurement Collaborative are delivering cost savings by using Microsoft Dynamics CRM

Situation

Over the past 3 years the Yorkshire and Humber Commercial Procurement Collaborative (YHPC) have delivered nearly £30 million worth of savings to the hospitals and Trusts they represent. In the current financial year they are forecasting delivery of a further £18M. In order to achieve this commitment YHPC realized that the systems they were



using to manage their projects and interactions with stakeholders required assimilating into one single system. Frankie Duesbury, Head of eCommerce and Performance said 'The pace of change in the NHS has resulted in us becoming more commercially driven and needing to improve relationships and communication with our customers, stakeholders and suppliers.' YHPC historically used an assortment of systems to manage their day to day interactions,

including Outlook for all emails and appointments, Microsoft Word, Microsoft Excel to manage financial information and a bespoke Access database to record cost savings for individual Trusts. 'We wanted to move away from the network to store everything and consolidate all data into one single repository' Frankie continued.

Solution

YHPC embarked on an exhaustive search for the right solution which was both functional and cost effective before deciding on Microsoft Dynamics CRM and Microsoft Windows SharePoint Services. 'It was tortuous finding a solution. After developing a specification, we discovered that we couldn't afford the solution we wanted. However, Goldcrest Solutions system allowed us to get to where we want to be cost effectively.' Frankie said. The chosen solution needed to manage the day to day interactions with hospitals and Trusts via an Outlook interface, have a strong project management element to handle complex buying cycles, be able to store contact and company information, store work plan and savings across Trusts and hospitals and, above all, provide a central repository of all data. 'Goldcrest Solutions flexibility and cooperation allowed us to develop the project management element of the solution we needed. The process of designing the system with Goldcrest has been beneficial as well as enjoyable, allowing the business to improve and creating a bespoke system that meets our exact needs'. The implementation of Microsoft Dynamics CRM involved a good deal of teamwork and consultation 'we were impressed with the patience and support of Goldcrest, in their approach and the constructive advice to help get the maximum out of the system was critical', added Frankie.

Benefits

The implementation of Microsoft Dynamics CRM and Microsoft Windows SharePoint are beginning to transform YHPC's business. 'It has quickly become a core business system for all commercial and procurement activity as it is now where we do the majority of our work. We are now considering extending the system to cover contract management as well', indicated Frankie. Adel Hassan, Senior Data Analyst goes on to say 'the integration to Microsoft Outlook is excellent and has really helped the elimination of manual work. We now have a one stop shop for all the data we need to record regarding procurement projects and stakeholders.'



Organisation Profile

The CPC is the Yorkshire and Humber region's award winning centre of NHS procurement excellence and is committed to delivering £26million of benefits to the organisations it represents.

Business Situation

YHPC had multiple silos of data ranging from network drives, email folders, spreadsheets and outlook folders that required consolidating into a single data source.

Solution

MS Dynamics CRM 4.0 and Windows SharePoint Services 3

Benefits

A single centralised database to manage all stakeholder and supplier interactions and to provide more automation which ultimately leads to more efficient handling of the procurement process.

Implementation Partner
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GOLDCREST SOLUTIONS

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