



## OVERVIEW

The State's time-consuming manual IT procurement process was outdated and lacked visibility to monitor order tracking and spending. The State needed a single party to centralize and monitor purchasing across multiple agencies, offices and departments.

With WWT's modern eCommerce solution, the State quickly increased on-time deliveries, achieved 24/7 visibility of order information and improved program efficiency.

## KEY BENEFITS

- Centralized Distribution
- Significant Cost Savings
- 24/7 Order Status Visibility
- More On-Time Deliveries

## ABOUT THE STATE OF MISSOURI

The State of Missouri is home to nearly 6 million people and employs more than 105,000 individuals in various state departments and agencies. St. Louis, Kansas City and Springfield are the Midwestern state's largest cities and its capital is Jefferson City. To learn more about "The Show Me State," visit [www.mo.gov](http://www.mo.gov).

# STATE OF MISSOURI

## State Maximizes Productivity with Centralized Procurement Process from WWT

### CHALLENGE

Managing the IT budget for the entire State of Missouri (the "State") is an ongoing challenge, even for the most experienced sourcing experts. Meeting the individual IT needs of each agency, department and state office while maintaining fiscal responsibility requires a flexible strategy that accommodates demanding and varying technical needs while managing a politically motivated budget.

Within this complex environment, the State recognized that it needed to make significant improvements in the processes for procuring IT products and services. The State's quoting and ordering processes were heavily manual, and there was no real-time visibility to track orders or spending trends.

To address these challenges, the sourcing team for the State explored a product neutral Prime Vendor strategy. After identification of capable partners, the State team



issued a comprehensive Request for Proposal (RFP) with the intent of selecting a single supplier to provide an objective source for IT hardware, software and services. The new supplier would need to deliver a solution that would advance the State from a dated purchasing approach to a more streamlined and modern process.

### SOLUTION

After a competitive bidding process, World Wide Technology, Inc. (WWT) was selected as the single IT provider for the State of Missouri. Once selected as the State's Prime Vendor, WWT focused on delivering a unique

"WWT provides us with a centralized technology portal that gives us complete visibility of our procurement and logistics process."

## TECHNOLOGY

WWT built a customized eStore for the State of Missouri, providing 24/7 access to real-time product and pricing information, order tracking, technical support and mission critical reporting data.

## STRATEGIC PARTNERS



## ABOUT WWT

World Wide Technology, Inc. is a leading Systems Integrator providing technology and supply chain solutions to customers and suppliers around the world.

Visit [www.wwt.com](http://www.wwt.com) to learn more.

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procurement and logistics solution encompassing People, Process and Partnerships.

### People

WWT assembled a team of sourcing specialists, technical experts and project managers to mirror the departmental and sourcing structure of the State's sourcing team. Growing to more than 30 dedicated resources, WWT provided the State with a team dedicated to the management of day-to-day sourcing activities as well as analysis of expenditures to drive ongoing manufacturer negotiations.

### Process

The WWT team of business systems analysts devised a purchasing process that complemented the functional elements of the State's existing process with WWT's modern eCommerce platform.

WWT then built a customized eStore providing 24/7 access to real-time product and pricing information, order tracking, technical support and mission critical reporting data. State agencies can now purchase IT hardware, software and maintenance, as well as technical assistance and training services, all from WWT.

### Partners

Finally, WWT recognized that successful solution delivery of this scale would require a tight alignment among skilled service partners, distributors and manufacturers. Given the nature of the State's customer, the WWT team assembled a team of local businesses headquartered in Missouri to deliver on each aspect of the request. This approach offered the State the political comfort to select not only the most cost effective and comprehensive solution, but the only solution that benefited the local economy.



## RESULTS

WWT's comprehensive approach resulted in a custom solution that allowed the State to automate many processes necessary to scale with growing demands while minimizing up-front investment in new software and costly change management procedures.

As the State's Prime Vendor, WWT processes an average of 1,100 purchase orders per month, while continually meeting all contract Service Level Agreements (SLA's). WWT coordinates a sales forecast with key suppliers in order to reserve, build and stage inventory to be ready for call-out and delivery. Suppliers include Dell, IBM, HP, Microsoft, Gateway and Lexmark, to name a few.

Since the initial award in 2001, WWT has held the contract through two renewal bids and remains the State's Prime Vendor.

