

# HOW DID THE ORDERING PROCESS BECOME 80% FASTER?

"ENSOLVA HELPED US TO ACCELERATE EVERY STEP OF THE PROCEDURE, FROM SUBMITTING REQUESTS AND GETTING APPROVALS TO PURCHASING ITEMS AND MONITORING THE PROCUREMENT PLAN. ENSOLVA NOT ONLY SPED UP THE PROCEDURE BUT ALSO GAVE US A TOTALLY TRANSPARENT SYSTEM."

PATRICIA PETROVIĆ,  
HEAD OF PROCUREMENT SERVICE

## ABOUT UNIRI

"The University of Rijeka (UNIRI), established in 1973, is now a leading institution of higher education in the Region and beyond. UNIRI is a research and scientific-educational university with 16 Faculties, one Academy, and one Department. It is responsible for the social and economic development of the community, the city of Rijeka, and the region.

The University of Rijeka is open, not only to foreign students, teaching staff, and researchers, but also to modern trends in higher education."

## STRUCTURE

EMPLOYEES NUMBER: 350

ANNUAL VALUE OF SIMPLE PURCHASE IN 2021.: 10.895.061,40 kn

ANUAL NUMBER OF PURCHAS ORDERS: 1500

NUMBER OF USERS: 32

WEB: [www.uniri.hr](http://www.uniri.hr)

## VISION

"Our goal is to become European university of the future."

## MODULES



Requisitions



Purchase orders



Projects



Procurement plan



UNIR

## BEFORE ENSOLVA

Through Sharepoint, the institution had established a specific procedure for placing orders. It was required to use other IT tools to integrate the realization with the procurement plan since the procurement plan was performed in a separate program from which the procurement could not be exported.

The approval procedure was carried out via a Sharepoint request. There was a lack of connection, speed, and a simple and complete transfer of all information throughout the procurement process. The most vulnerable point was SharePoint on-premises, which was introduced in 2010 due to a lack of highly qualified SharePoint experts who would constantly work on maintaining and improving it.

After analyzing the University's information systems, it was concluded that SharePoint on Premises should be replaced with a SharePoint online system for university bodies and centers, while specialized software should be found for all business processes, including procurement. As a result, Ensolva has been chosen as the best in the software solution market.

"EXCEL TABLES AND SHAREPOINT HAVE BECOME INSUFFICIENTLY EFFICIENT WAYS OF MONITORING PROCUREMENT PLAN REALIZATION, RESULTING THE NEED FOR A BETTER PROCUREMENT MANAGEMENT SOLUTION."

## IMPLEMENTATION

In search of a new solution, the primary focus was to find a practical, simple and efficient software. Functionalities of Ensolva satisfied our main requirements, and we were able to customize it to our processes thanks to the "Custom Made" option.

The most difficult challenge for the University's procurement is definitely complete transparency and budget compliance; With Ensolva, we have a precise overview of money spending for all organizational units.

Everything moves much more quickly because all steps of procurement and communication take place in one location. We always know which employee is in charge of which task, therefore there is never any time delay.

The software was implemented in less than 15 days after our needs were defined. Ensolva application was customized to suit our requirements when we presented details of our procurement procedures and organizational structure.

"WE WERE ABLE TO COMPLETE THE IMPLEMENTATION PROCESS QUICKLY AND SMOOTHLY THANKS TO THE ENSOLVA TEAM. CUSTOMER SUPPORT MADE IT SIMPLE , AND THEY WERE ALWAYS AVAILABLE WHEN WE NEEDED THEM."

## PROCUREMENT PROCESS

A Department employee fills out specific fields on a Request form and sends it to a superior employee for review and approval.

Following his approval, the request is sent to the procurement department, which completes the necessary fields for the procurement plan and forwards it to the finance department.

Finance department gives the final approval, after which the request comes to the requester, who creates a purchase order and sends it to the supplier just in two clicks.

**"THERE IS NO MORE TIME-CONSUMING SEARCH FOR PURCHASE ORDERS IN COMPUTER FOLDERS; WITH FILTERS IN ENSOLVA WE FIND THE PURCHASE ORDER IN LESS THAN 10 SECONDS."**

## ACHIVED GOALS

With Ensolva, we achieved all our goals of procurement digitalization; from easier and faster approval procedure and entire process to a centralized database that is available 24 hours a day.

Before this tool, we were not aware of the amount of paper we were consuming; it's definitely a segment we didn't expect.

We can now accomplish our business objectives and imperatives in the area of procurement thanks to Ensolva as a cutting-edge IT solution.

**"WE WERE ABLE TO STOP BEING PRESSURED AND SLOWED DOWN BY THE EXHAUSTING PAPER TRACKING THANKS TO ENSOLVA. IT ALSO GAVE US THE ABILITY TO REGULATE THE BUDGET MORE EFFECTIVELY."**

