

## CASE STUDY

# DIGITAL TRANSFORMATION OF PROCUREMENT

## ERICSSON NIKOLA TESLA GRUPA

Ericsson Nikola Tesla is one of the leading ICT companies on the market with the largest research and development center in Croatia and the region. Ericsson Nikola Tesla is a supplier of information and communication products and services in the operator segment, as well as innovative ICT solutions related to the digitalization of public services.

The company decided to implement the Ensolva system in order to further structure procurement activities and to improve analytics and reporting related to the procurement process.

## GOAL

The goal of the project was to improve the procurement process of the company through implementation of a new system that will ensure the automation of certain steps in the procurement process and improve efficiency and reduce the possibility of errors. We also wanted to improve the performance of analyzes and reports that provide us insight into the quality of procurement procedures and positively affect the speed and quality of business decisions.

The primary criteria for new procurement tool were technical requirements and commercial conditions, as well as user support. For this reason, the company conducted a comprehensive market analysis and compared available tools to select the best option for its business.

## CHALLENGES

Before we could begin the digitalization, we needed a well-defined procurement process. Defining the system requirements and technical specifications was challenging. We had to digitalize the entire procurement process and ensure it was consistently followed through digital procedures.



Izvor: <https://www.ericsson.hr/portfelj>

## STATISTICS 2023.

**669**  
Application users

**2895**  
Procurement projects

**3099**  
Procurement requisitions

**603**  
Contracts with suppliers

**1890**  
Purchase order requisitions



## DARIO RIĐAN

Head of Strategic Procurement

*"We have achieved complete control over our procurement activities with Ensolva."*



Izvor: <https://www.ericsson.hr/ericsson-nikola-tesla>

## SOLUTION

The solution involved implementing the Ensolva procurement system, which ensures the traceability of procurement procedures and the automation of certain steps in the procurement process, leading to increased control and efficiency. Additionally, the transparent execution of RfXs greatly simplifies the supplier selection process. Moreover, the analysis and reports are extremely useful for monitoring performance and identifying areas for improvement.

### MODULES



Requisitions



Projects



Contracts



Analisis

“THE PRIMARY CRITERIA WAS THAT THE NEW TOOL HAD TO MEET ALL THE TECHNICAL REQUIREMENTS. AFTER THAT, COMMERCIAL TERMS BECAME CRUCIAL, AND THE LOCAL PRESENCE OF THE SUPPLIER (SUPPORT IN THE CROATIAN LANGUAGE) WAS OF GREAT IMPORTANCE.”



# IMPLEMENTATION

All parts of the procurement process that were planned for digitalization have been successfully transferred to the new system. Additionally, some new functionalities have been implemented.

Through Ensolva, we have obtained a database that can serve us for further optimization and improvement of the procurement process. In order to use the new system as efficiently as possible, internal workshops were held with internal users where all functionalities and ways of working in Ensolv were presented. Communication with the team that developed the new system was excellent, and after some time of use, it became clear that the new system met expectations.

The procurement process remained the same before and after. Through the digitalization of the procurement procedure, we ensured that the procurement process is fully respected.

"WE RECOMMEND THE IMPLEMENTATION OF SUCH A SOLUTION IN EVERY COMPANY BECAUSE IT PROVIDES TRANSPARENCY IN CONDUCTING PROCUREMENT PROCEDURES, ENABLES SUPPLIER SELECTION DECISION-MAKING, AND ENSURES TRACEABILITY OF PROCUREMENT PROCESSES."

## RESULTS

By using the Ensolva software, we have become aware of the quantity, duration, and complexity of procurement activities, and the entire process has become more transparent. Our daily communication with their team is excellent, and we are satisfied with the support. Although challenges sometimes arise due to the complexity of the process, they are resolved quickly.

Now we have an efficient and automated system that allows us to focus on strategic procurement activities and adapt processes to the needs of the business. Ensolva is a flexible tool that has enabled us to digitalize the entire procurement process, including its specifics and automated steps.