

Enhancing IBM Maximo Catalog Shopping Experience

Leveraging BuyerQuest to create efficiencies in the Maximo Purchase Requisition and Work Order processes

Skookum, a Defense Contractor focused on Maintenance Management, was looking for a way to create efficiencies for their end users by simplifying the part lookup process within Maximo. They had recently run a survey that showed that their employees were spending over 5% of their day just searching for the right part (from the right vendor).

Skookum wanted to continue to leverage IBM Maximo for their workflow management but needed a better part-selection user experience to help optimize the day to day activities of their maintenance workers.

BuyerQuest Private Marketplace, seamlessly integrated with IBM Maximo, was the solution that provided Skookum a marketplace that allowed for easy selection of goods and services, as well as ensured that they had total control over the content that their users would see.



CHALLENGE

While IBM Maximo provided value for Skookum as a work order management tool, users struggled with efficiently procuring the materials needed to complete the work.

Identifying the right part, from the right supplier, and ensuring access to the contracted price was challenging, and Skookums' buyers and warehouse operators were getting consumed with the manual effort associated with ordering.

There was also a desire to move to a completely paperless work order environment, but this was not possible without a digital marketplace that listed all of their approved catalog items.



SOLUTIONS

Skookum reached out to their counterparts in the Maximo User Group and were recommended by other members the BuyerQuest Private Marketplace, stating that BuyerQuest had helped them overcome similar operational challenges. As part of their research, Skookum also reviewed the evaluation provided by Gartner Peer Insights and found that BuyerQuest consistently received high-quality feedback on their Amazon-like user shopping experience.

Problem Statement

Improving Part Requisitioning Workload

Industry

Defense Contracting (Maintenance Management)

Indirect Spend

~\$1M

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BuyerQuest's eCatalog functionality and support was outstanding. Critical success factors were met with flying colors: time to implement, intuitive 'Amazon' like search, and end-user acceptance.

— Scott S
Site Manager, Procurement



buyerquest

buyerquest.com

They chose the BuyerQuest Private Marketplace to be integrated with their IBM Maximo system based on BuyerQuest's usability and innovative features. The seamless connection between their Purchase Requisition and Work Order modules allowed their users to quickly find the parts that they needed to complete the work.



RESULTS

Skookum integrated the BuyerQuest Private Marketplace to their IBM Maximo Purchase Requisition and Work Order modules as well as directly to their EZMAX Mobile Application. This enabled their users to seamlessly find the products they needed from anywhere in the world, driving standardization across all sites without having to be draconian.

Besides enabling their currently contracted suppliers, BuyerQuest also empowered Skookum with pre-negotiated contracts from OMNIA Partners, a Group Purchasing Organization (GPO), that allowed them to access even more savings (up to 50% savings on certain parts).

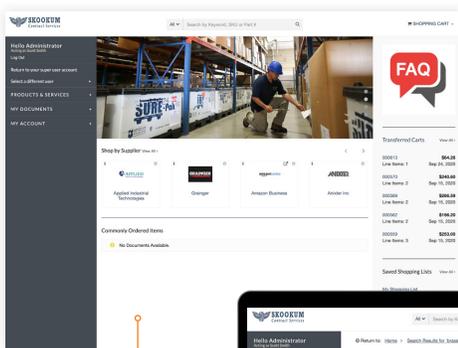
Skookum has seen an "instant time savings" by leveraging the BuyerQuest Private Marketplace to move to a completely digital work order experience. It removed many manual processes, including walking from manager to manager to get approval for a single purchase. The BuyerQuest Private Marketplace was the final piece that enabled them to complete a digital transformation for both sourcing and procurement.

80%
Reduction in
time spent

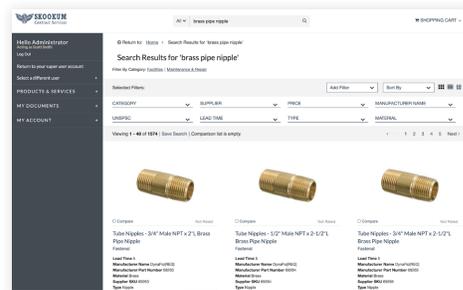
searching for parts and equipment

\$100K
Annual Targeted
Savings

through increasing on-contract spend

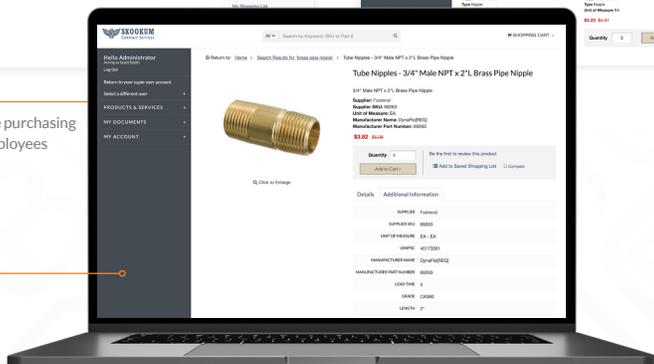


Branded, easy-to-use purchasing experience for all employees



Amazon-like Search Experience

Product Details from all Suppliers in one marketplace



Number of Requisitioners
200

BuyerQuest Solution
Private Marketplace

ERP Integration
IBM Maximo

Supplier Catalogs Enabled
20+

Implementation Timeline
3 months

“ This is a problem area that has plagued the maintenance domain for 30 years and BuyerQuest has finally solved it. You have a great product - there has been no issues integrating between BuyerQuest and Maximo.

— Scott S
Site Manager, Procurement