



BRITISH TELECOM TRANSITIONS TO ORACLE SOURCING, REDUCING COSTS WHILE IMPROVING STRATEGY AND SUPPLIER MANAGEMENT

Industry Telecom

“BT has quite simply saved money by moving to Data Intensity. The proactive support and sourcing expertise provided by Data Intensity has helped us manage our eSourcing program more effectively and generate positive results.”

Tony Newton
Retired/Former Head of Systems & MIS for BT Procurement and Supply Chain

About the Customer

British Telecom (BT) is a multinational telecommunications services company headquartered in London, United Kingdom. It has operations in around 180 countries and is the largest provider of fixed-line, broadband, and mobile services in the UK, and provides subscription television and IT services.

Customer Challenge

BT had a firm Oracle technology footprint and relied on Oracle applications for most of their business operations. When it came to eSourcing, BT was using third-party provider Ariba to run their eSourcing program. The BT procurement team still had not achieved their goal of running more effective eAuctions within their business.

BT decided to take advantage of their Oracle enterprise license by switching to Oracle's eSourcing application. The BT team had reservations about making such a big change. Although they knew switching to Oracle was a smart choice, they wanted additional support to allay their fears and guide them through the learning curve.

Data Intensity Solutions

Data Intensity stepped in to get BT set up and supported their transition, replacing BT's Ariba eSourcing service with Data Intensity's cloud-hosted Oracle Sourcing platform while using BT's existing Oracle license coverage to make the transition more cost-effective. Data Intensity provided the transition, training, and support during and after the implementation, including ongoing helpdesk support, supplier eAuction training, and event execution.

The Data Intensity team ensured that the BT staff were entirely comfortable with the platform so that they could effectively run their own eSourcing projects. Data Intensity managed a training program that involved running buyer workshops and test eAuction events with the buyers, along with providing on-going guidance, event support, and proactive advisory services to make the BT sourcing team confident in their abilities using Data Intensity Oracle Sourcing.



Results of Engagement

Since the transition to Oracle Sourcing, BT's events have run smoothly and professionally, with increased supplier satisfaction and stellar knowledge transfer within the BT procurement team.



Significant Cost Reduction

By switching to Data Intensity, BT has been able to use their existing Oracle Sourcing licenses, which has reduced their annual platform costs dramatically.



Extensive Support

BT is now getting better value along with significant cost savings through Data Intensity's continued support and advice. Data Intensity's helpdesk has gone the extra mile for BT, with ongoing support delivering recurring success and helping them meet their goals. BT's eAuction run rate has increased, confidence in the program has grown, and the resulting procurement savings will have a marked impact on the organization's bottom line.



Oracle First

BT is not only maximizing usage of their Oracle Sourcing licenses through Data Intensity but is also moving forward with their pan-organization strategy to align behind Oracle technology.

The Data Intensity Difference

Through the Data Intensity training program, BT efficiently learned how to use the software, and the teams were able to share ideas to improve the eSourcing management process. Through these efforts, Data Intensity has been able to drive improvement in BT's eAuction strategy, supplier management, and bid-day management, resulting in significant potential savings.