



## Case Study

# A Simpler Way to Secure a Security Supplier

### At A Glance

#### Category

Security Infrastructure and Services

#### Location

Australia and New Zealand

#### Contract Value

\$800K

#### Suppliers

11

#### Industry

Automotive



### A Complex Challenge

With hundreds of retail outlets across Australia and New Zealand, a major automotive company needed a competitive supplier that could manage a comprehensive security infrastructure on both sides of the Tasman, 365 days a year. With 11 suppliers vying for the contract, and many variables within each category, it was a daunting task to manage.

For Chris Kechagias, a procurement specialist who worked on the project, any process that could “simplify this complexity of data and suppliers” was a godsend.

### Demonstrating Value: The Solution

Trade Interchange implemented an online e-Tendering solution that allowed the client to craft the right questions to identify annual expected cost, and instantly view responses and rankings at the touch of a button.

*“Feedback from suppliers was that the process was very professional, quite different from what they were used to”*

**Chris Kechagias, Procurement Specialist**

“Immediately, we were able to see how price compares at total cost, and quickly make some calculations without having to physically sift through papers” said Chris.

Trade Interchange replaced the labour-intensive manual process with a centralised, streamlined and intelligent platform, resulting in significant time saving as well as a better end result.

“The quality of the tenders were better in the end - not rushed or disadvantaged - and all came back consistently presented. We were able to compare apples with apples, and focus on the core elements of the tender content, which made our job so much easier.

For me, the eRFX tool really demonstrated value throughout the process, especially in the analysis at the end which was very transparent.”



*“It was so easy – a breath of fresh air”*  
*Chris Kechagais, Senior Buyer, Indirects*

**Favourite  
Feature**

“The tender completion table made life much easier – I was able to see how suppliers were travelling and called them if they hadn’t made much progress to see if they had any questions”

**Trade Interchange**

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**The Response**

It wasn’t just the buyers who benefited from the implementation of the online e-Tendering tool.

“The stakeholders really liked it. They could see at any time and from anywhere, who responded, how and at what time; which gave them involvement and ownership of the whole process, and ultimately meant they were much more engaged” Chris said.

Suppliers were also impressed. “Feedback from suppliers was that the process was very professional, quite different from what they were used to.

Another benefit for suppliers was that the ‘Gateway’ section got all of the Ts & Cs and confidentiality agreed before they went to the effort of responding.”

**Above and Beyond: The Support**

Trade Interchange’s primary objective was make the tendering process as smooth and painless as possible, to achieve their desired goal of a cost-effective, comprehensive security supplier.

“Trade Interchange absolutely went above and beyond what we’d expect, providing support and guidance around questions, flexibility around changes and were always ready to assist with or without our requirement. We trusted them implicitly, and their expertise definitely improved the quality of the questions and tender” said Chris at the end of the process. “I’d absolutely recommend them to others – if you want to save time and deliver a professional process, this is they best way to do it” . .