

Leaders Romans Group

Introduction

Leaders Romans Group (LRG) is one of the leading property management companies in the UK, comprised of over 200 branches with thousands of experts in real-estate services, planning and architecture. LRG has grown over the last four decades into a trusted name in both residential and commercial property management.

Challenge

LRG began a three-year plan to elevate their manual procurement processes into a best-in-class, digital approach. At the core of this plan was adopting a solution that could overcome three critical challenges: simplifying supplier onboarding, comprehensively managing their extensive supplier base, and effectively managing their evolving contract portfolio.

Solution

LRG implemented the Contract Management and Supply Base Management solutions and immediately observed a positive impact. After adopting the two solutions in tandem, the LRG team experiences an enhanced transparency between the procurement and finance teams, and a more strategic workload distribution overall.

Thanks to the Contract Management platform, LRG's robust contract library is organized in the central repository with real-time updates to increase visibility and streamline negotiations, while maintaining information control with permission-based access. Most importantly, the alert system ensures renewals or renegotiations are promptly addressed to realize savings wherever possible. **According to Tim, Group Head Procurement, LRG, "The key thing is being able to track our contracts. We have hundreds of contracts across the business that are ending all the time- many of them just roll over if we don't manage them correctly. So, having Scanmarket allows us to cancel down contracts or renegotiate them at the right points."**

The independence offered by the Supply Base Management solution saves the LRG team valuable time by allowing suppliers to onboard themselves. An optimized onboarding approach reduces the amount of administrative work, while also improving compliance.

Results

The LRG and Scanmarket Customer Success teams cooperated to develop a tailored, turnkey solution, built for maximum results. Following a six-week design phase, the testing phase honed the solution according to the user-experience feedback from internal stakeholders and a few trusted suppliers. Majority user adoption was achieved after a simple training session post-launch. After only using the solution for six months, the benefits are apparent with increased compliance and a defined process that directs all relevant matters through procurement. The return on investment is clear according to Group Head of Procurement, Tim Elliott, who regards Scanmarket as having ***“been a really good initiative over the last few months and has added a huge amount of value already”***.



Why Scanmarket?

With efficiency and compliance as the drivers to digitalization, supplier self-onboarding immediately differentiated Scanmarket from other vendors in the search. Managing contracts and spend data in a central repository answered the need for better control over unnecessary spend. The intuitive platform encouraged rapid user-adoption and enabled the LRG team to integrate the software into daily activities with little training. The software’s value-based approach provided a demonstrable return on investment and made Scanmarket stand out from the other considered providers. Having only activated the Quick Call function a handful of times during implementation, LRG resolved concerns rapidly and returned to work as quickly as possible.

Forming a partnership with Scanmarket was an integral component of the digitalization plan’s execution. With their new solutions fully implemented and running smoothly, the LRG team is well on their way to meeting their three-year goals.

When you’re working in procurement, you are always looking to form partnerships with third parties that you can work with over the long term and that’s always built around trust, both operationally and commercially. And Scanmarket has really delivered on that for us.

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Tim Elliott, LRG