

Strengthening The Supply Chain

In 2009 versaSRS was implemented by a world leading global resources company to manage governed service requests and workflow processes within one their Supply business units.



Improving Supply Services

In 2009 versaSRS was initially deployed within the Supply business unit within a single asset for a world-renowned resources company. The system was selected to manage incoming vendor & internal business emails. The organisation had a charter of requirements with regards to service level agreements, prioritisation and workflow management. These could not be managed within their ERP.

Today versaSRS is used within 4 assets to manage a range of identified Supply processes. It has enabled end-to-end management of supplier & service requests.

In addition, public and business-only web forms are available to raise service requests such as the Asset Disposals Approval Workflow and Urgent Freight requests.

versaSRS now delivers VPs with a suite of reports previously unavailable to them. Staff workloads have been streamlined via the application of SLA timeframes and case templates to improve delivery and productivity.

versaSRS is also coupled with another VersaDev software solution, Accounts Payable Auto Invoice (APAI), which automates the handling of incoming invoices via email, outputting to a specific file format to meet business rules.

Case Study Stats

versaSRS was launched within one Supply business unit in 2009 for a world leading resources company.

Since then it has been deployed within a further 3 Supply business units globally.

versaSRS Stats:

469,544 cases in one year

39,128 cases on average/month

280 versaSRS users

Supporting **49,185** employees

6 web forms

222,276 form submissions/year

18,523 form submissions /month

265 Standard Reports

∞ Custom Reports

Enabling Self-Service for Vendors & Employees

vForms are electronic forms that can be designed & integrated into versaSRS to improve business workflow. Integrated web forms for Supply have been designed to automate service requests such as the following:

- Contact Payment Services
- Change to Vendor Master Data
- E-Business Queries
- Contracts Query
- Urgent Freight Request
- Asset Disposal Approvals Workflow

These forms have evolved from pre-defined and sometimes complex business rules that can be broken down and developed into a vForm to speed up processing by the business by routing the form through to the appropriate business unit responsible for the request. Some examples of these forms appear below.

- A public-facing form accessible globally 24x7 provides suppliers with the ability to contact Payment Services or request an update to their Vendor Data Details. The form includes complex business rules with regard to Payment Request Type, PO and invoice information, service information and much more so the organisation to best manage the service request.
- As the request is created in versaSRS via the submitted form and associated email, the request is routed automatically to the appropriate team and group. The case is assigned appropriate categorisation and due date according to business SLAs.
- The request generated can automatically look up Vendor or Employee details and applies important information for the Case Owner to reference.
- As the generated case is managed, all details and changes are logged for auditing purposes.
- Where workflow is required for approvals or extra steps, these can be applied manually or automatically via the web form.
- The case can therefore be managed until completion and all communications back to the Requestor handled through versaSRS via communication templates for standardised process and business workflow.
- If require, the Vendor can also use a Customer Portal to lodge or update enquiries or requests.



Providing A 100% Fit Every Time

Our strength is our team and its ability to quickly respond to a customer's ever changing business's needs. Our philosophy is to deliver our customers with excellence. We understand that business requirements need attention to detail, an emphasis on quality and a quick turnaround.

versaSRS is delivered via a web browser, yet it offers a look and feel users would expect from a thick-client desktop application. Browser delivery allows our software to be easily deployed and updated from a central location. This reduces the need for IT specialists deploying patches through planned outage.

Our solutions can support businesses of any size, whether they are a multi-national enterprise customer or simply growing an idea. We can deliver a range of solutions to improve business processes and business critical applications.

As a Microsoft Certified Partner our software solutions are built on fully scalable Microsoft Technologies. Our systems interface with email gateways and can extract contact data via Active Directory and ERP vendor data.

We can also provide data migration services through consultation for bringing the data across to our solutions. We can

archive data to improve the database performance when it grows with your usage through other areas of your business. This ensures that you can keep databases to an optimal size and performance is maintained.

The capacity handling of our solution, its ability to grow with your business, to provide visibility of key activities, and meet key business deliverables is at the core of the solution. versaSRS meets audit and compliance requirements to reduce the risk within a complex business structure. With that in mind our products are truly scalable.

Microsoft Partner
Silver Application Development

