Best-in-class procurement helps property management group achieve goals

Leaders Romans Group (LRG) is one of the leading property management companies in the UK, comprising more than 300 branches with thousands of local 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.

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 [Unit4 Source-to-Contract by Scanmarket (S2C)] Contract Management and Supplier Management Solutions, and immediately observed a positive impact. After adopting the two solutions in tandem, the LRG team experienced 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 Elliott, 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

LEADERS ROMANS GROUP

Industry
Property Services

Location
Headquarters: Wokingham, UK

Size
More than 300 branches; more than 3,000 people

Product
Unit4 Source-to-Contract by Scanmarket (S2C)

Challenges

Elevate manual procurement processes into a best-in-class, digital approach.

Key metrics

OPTIMIZED — Reduced amount of administrative work; improved compliance

TRANSPARENCY — Between procurement and finance teams; more strategic workload distribution

UNIT4
In business for people

"[Having S2C has] been a really good initiative over the last few months and has added a huge amount of value already."

Tim Elliott
Group Head of Procurement, LRG

manage them correctly. So, having [S2C] allows us to cancel down contracts or renegotiate them at the right points."

The independence offered by the Supplier 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 S2C 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 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 Tim, who regards [S2C] as having "been a really good initiative over the last few months and has added a huge amount of value already".

Why [S2C]
With efficiency and compliance as the drivers to digitalization, supplier self-onboarding immediately differentiated [S2C]. 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 implementing the [S2C] solution an easy choice among other suppliers' offerings. 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.

Implementing [S2C] was an integral component of executing the digitalization plan. With their new modules fully implemented and running smoothly, the LRG team is well on their way to meeting their three-year goals.

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