

**opentext™**

**Success story**

**Elcom International**

**Industry**

• Computer Software

**Solution**

• OpenText™ Information Hub (iHub)



# Enabling governments and hospitals to see huge savings and reduce risk

**Procurement management solution with embedded analytics from OpenText helps Elcom customers make better decisions and track fraud**

## Results



**Embeds seamlessly** with finance, ERP, new databases and outside solutions



**Offers clients big data analysis** for a better view of overall operations



**Improved decision making** and savings from analysis of transactions



**Provides an audit trail** to track fraud and inefficiency

*"With the help of OpenText Information Hub, we are proud to have enabled even the largest of our clients to help solve their big data challenges."*

**Kevin Larnach**

Executive Vice President of Operations  
Elcom International



**An international company with years of experience developing e-procurement and private marketplace solutions, Elcom enables public-sector institutions to gain better control over their procurement process. With web purchasing for business, its procurement management solution, PECOS, gives users an attractive, easy-to-use front end while offering financial controls like budgeting and approvals on the back end, complete with audit trails and data feeds into Enterprise Resource Planning (ERP) and financial systems.**

PECOS also stores extensive transactional data acquired throughout the procurement process—data that is valuable to Elcom clients. To help those organizations better utilize that information—to reduce waste, cut costs and make better decisions—Elcom needed a sophisticated analytics tool that would provide its customers with a more direct and interactive window into the data.

### **Big data demands call for a purpose-built solution**

While some reporting capabilities were already embedded into PECOS, Elcom required more robust analytics functionality to keep up with clients' big data demands. As a small company working with medium- to large-scale organizations, they also hoped that introducing the right functionality directly into PECOS would give them the edge they needed to stand apart as they put expansion plans into action.

Specifically, Elcom required a purpose-built reporting and analytics tool to access and analyze data and build dashboards from a range of sources on the fly.

***“That visibility is so helpful in regards to negotiating supplier contracts, getting the best price and being able to aggregate your purchasing in order to negotiate larger discounts with suppliers,”*** said Kevin Larnach, Executive Vice President of Operations at Elcom.

The company looked at several leading reporting solutions, ultimately choosing OpenText™ Information Hub (iHub).

### **The OpenText analytics and reporting solution**

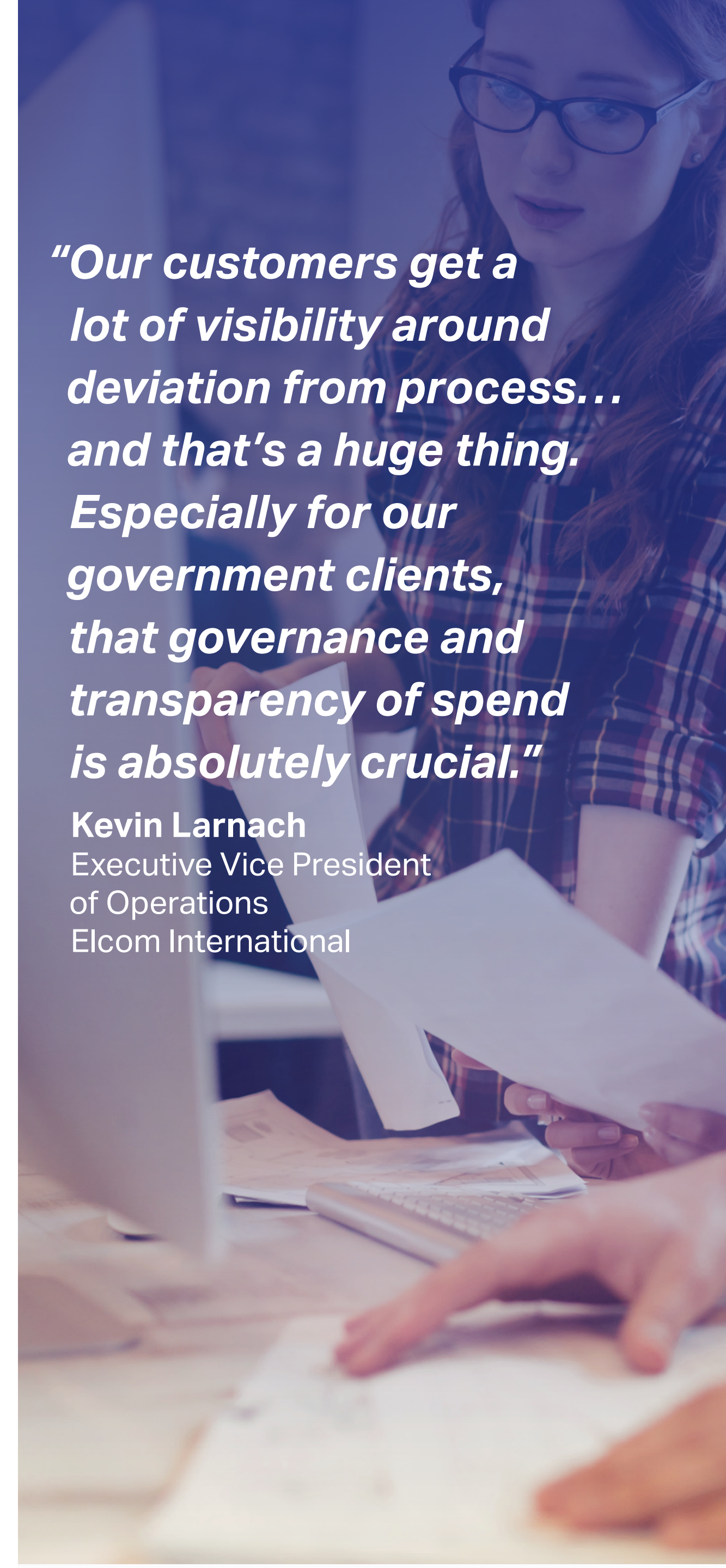
Fully embedded into PECOS, iHub expands on Elcom's reporting and analytics capabilities, enabling clients to have more visibility into transactional information. As a result, Elcom's clients can now interact better with their data, with a complete analytical and auditing tool at their fingertips. Interactive capabilities and customizable options and dashboards allow them to better view statistical information, including delivery due dates, supplier performance information, and on-time payments against schedule.

In addition, iHub helps Elcom clients connect to a newly created reporting database that adds administrative and audit trail information to transactional data. Clients are able to pull reporting data from their own custom systems.

The result is more holistic reporting and a better window into the procurement process. Data is continually captured and reused, enabling periodic analysis for statutory and management reporting, as well as regular analysis of trends and KPIs through dashboards, seasonal analysis, comparisons and exceptions. Ad hoc and customized analysis is also possible, creating flexible options for all of Elcom's clients. With that functionality in place, Elcom clients can make better decisions about what to buy, where to buy, when to buy, how much to buy and how much to pay, and have visibility into the total spend across departments and agencies for better price negotiations.

***“Our customers get a lot of visibility around deviation from process... and that's a huge thing. Especially for our government clients, that governance and transparency of spend is absolutely crucial.”***

**Kevin Larnach**  
Executive Vice President  
of Operations  
Elcom International



## Better visibility for tactical and strategic decision making

Elcom clients can access and analyze their data more effectively to make better tactical and strategic decisions. This enables them to identify, avoid and reduce extra costs and gain new visibility into total spending, supplier negotiations, aggregation versus independence and contractual versus ad hoc agreements.

***"It's often very difficult to get a holistic picture of what purchasing is going on inside an organization,"*** said Larnach. ***"In many cases where a customer is using our solution, it lifts that veil, opening up their purchasing data to create new visibility overall."***

## Creates a window into big data, for big savings

Many Elcom clients are large-scale organizations, with extensive data to process and analyze. A government client, for instance, uses PECOS on federal and local levels to purchase goods and services. The volumes and value of these transactions are large, with over three million purchase orders per year and around 12 million individual purchase order line items—totaling almost USD \$15 billion in annual spending. The Government agencies analyze nearly a terabyte of data through iHub, accessing a dedicated PECOS reporting database, utilizing transaction and master data, and including information from external agency-specific sources where required. With the help of analytics, all of that is now possible.

***"With the help of OpenText Information Hub, we are proud to have enabled even the largest of our clients to help solve their big data challenges,"*** Larnach said. By giving them true visibility into that data, PECOS can now offer a better big picture view, to more swiftly compare product pricing and value across facilities and divisions, analyze historic purchasing data, manage product shortages and predict overall demand for goods and services. Improved procurement processes and use of embedded analytics in web procurement has helped Elcom's clients achieve over USD \$1 billion in savings in the past seven years.

## Reduced risk with greater fraud prevention

Clients can now access an audit trail for every transaction, creating better transparency around spending. This makes it easier to identify improprieties or missteps along the way and take appropriate action to make sure that they stop. ***"Our customers get a lot of visibility around deviation from process and deviation from auditable responsibilities through the system, which comes out of the reporting that we've implemented with iHub,"*** Larnach said. ***"Especially for our government clients, that governance and transparency of spend is absolutely crucial."***



## About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

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