



# Service and Support Solution Spotlight

## Multi-Level Approval Online Procurement System

Client: Major International Transportation and Logistics Company  
Location: Southern Ohio

### Business Need

Prior to meeting with MCPc, this customer was using an outdated, inefficient process for hardware procurement. Printers and computers were ordered manually by calling individual manufacturers to obtain quotes. The customer was looking for a secure, electronic solution that allowed for a multi-tiered approval process, different access levels based on a user's position and a regularly updated inventory list. MCPc was selected due to the sophistication and flexibility of its online procurement solution.

### Solution

Within 10 days, MCPc customized their procurement system— known as MCPconnect — to meet the customer's business goals. Through the MCPconnect platform, the customer's IT staff can now easily place, manage and track hardware orders electronically.

Products are featured in an online catalog which contains pictures and detailed descriptions. Also, to simplify the selection process and enable quick procurement, a customized commonly ordered products page displays all of the customer's most popular products in one location.

Orders are managed through predetermined access levels based on users' positions as well as a multi-tiered approval process based on volume levels. Small orders are shipped automatically while larger orders trigger a request to the manager for approval. Depending on the volume level and total cost, approval may be needed from multiple people before the order is placed with the manufacturer.

Individuals who placed the order and those who have approved it are updated throughout additional approvals to keep track of the order status. Once the order is submitted, products are automatically sent to the desired location. Shipments can be tracked and monitored online.

### Results

Before working with MCPc, product procurement was a tedious, time-intensive process. However, with MCPconnect, the customer spends less time searching for products and approving orders. With more streamlined processes, efficiencies have improved and employees can focus time on other tasks.

The customer also enjoys MCPconnect's ease of use. Product images and descriptions, as well as the popular products page simplify the selection process.

If your business is wasting time and money through inefficient procurement processes, MCPc is available to listen to your needs and customize a solution that will meet your business objectives.



### Highlights

An outdated, inefficient process for was used for technology product procurement. The customer needed a secure, electronic solution that allowed for a multi-tiered approval process, different access levels based on a user's position and a regularly updated inventory list. MCPc customized its online procurement system, MCPconnect, to develop a solution specifically for the customer's needs.

### Benefits

- Significant reduction in time spent searching for products and approving orders, enabling employees to focus on more strategic tasks
- Cost savings through centralized purchasing
- Online tracking keeps users informed of order status and history
- Daily updates on pricing and manufacturer part numbers

  
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