

GM PROCURE



GM Procure is a regeneration company limited by guarantee i.e. not for profit. It is a consortium of social housing providers (currently more than 40 landlord clients) with stock primarily in the North of England.

Requirement

GM Procure works with both local and national agencies to generate efficiencies and impact the local labour market by procuring construction materials and contractors for their clients' maintenance and investment programmes. As a consortium, the members of GM Procure will leverage their volume and expenditure in order to achieve this.

It is expected that GM Procure's clients will invest over £1.5 billion in the repair and upkeep of properties between now and 2010/11, and it is anticipated that a substantial proportion of this will be channelled through GM Procure. However, this is not simply about money and cost savings – it's about investment in skills and local communities. GM Procure is committed to re-investing volume cost savings directly back into local businesses, employment and training.

Solution

GM Procure needed a flexible and dynamic performance management system driven by operational data. The successful supplier had to recognise that GM Procure required a flexible and customisable performance management tool that drives continuous improvement, as opposed to a proprietary benchmarking tool or document driven corporate governance system. The system also had to be able to compare the strengths and weaknesses of various organisations' performance simultaneously with the ranking of benchmark partners from which identification of performance strengths for emulation can be derived.

GM Procure tendered through the OJEU (European Journal) process and had expressions of interest from circa 70 suppliers of which five were invited to demonstrate their solution over a three day period (of a half day session each) to the selection panel comprised of member landlords. There was then a further stage where the top 2 prospective suppliers were asked to provide a more focused presentation of their solutions.

The company decided on the CorVu solution in October 2007 with a target of the system being available in January 2008. Five CorVu products were deployed as part of this project:

- CorServer
- CorStrategy
- CorPortfolio
- HyperVu
- CorBusiness Professional licenses

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Requirement:

GM Procure had several basic technical requirements:

- user friendly / simple to use
- a hosted solution
- 24/7 availability
- easy-input interfaces
- customer / user-driven, not IT-reliant

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Solution:

The anticipated benefits following the recent "go-live" of CorVu include:

- Improved performance management throughout the organisation
- Quality of performance data
- Quality service information to inform and improve decision making and planning
- Improved customer satisfaction
- Reports tailored to users' requirements
- Transparency of KPI data for customers

Richard Whomes, CorVu Business Area Executive, said, "We are just coming to the end of a very successful implementation with GM Procure in which they have deployed several of our products to manage a very complicated operation. Each of the social housing providers has a link into the system, and we anticipate that at least some of these will require their own applications at some point. What made the solution more appealing too is that we are hosting everything as a managed service off-site, a service CorVu are able to offer at very competitive rates to provide complete peace of mind with regard to application support."

According to Brian Tarmey, Quality and Systems Manager at GM Procure, "We needed a system with a hierarchical approach to building performance models. This will enable us to create 'baskets' of local KPIs whose results feed up the hierarchy to give an overall performance score at the top level. It must be possible for the user to be able to 'drill down' the hierarchy to the lower-level KPIs at each stage seeing the performance scores in a meaningful way. The system also had to be capable of receiving and analysing input from multiple sources."

Results

"The initial results are better than we expected, with individuals reporting savings of three to four days per month by not having to manipulate spreadsheets. It's not just about savings though as the system will enable us to better track and manage the business on behalf of our customers, clients, suppliers and contractors alike," Tarmey says.

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- Reports provide scores that show real and tangible progress and improvements
- The council spends more time on data analysis, rather than collection – creating a faster response to areas of concern
- A performance indicator database with target setting, performance tracking and quartile comparisons for both national and local indicators and an aid to data quality and performance improvement
- Improved organisation wide accountability for performance
- Long-term financial savings for the Council based on improved productivity

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