

# SUCCESS

## technology@work

Providing Revolutionary IT and Supply Chain Solutions

“WWT provides us a centralized procurement portal with technology that gives us complete visibility of our procurement and logistics process.”

### Business Challenge

The State of Missouri was using a time-consuming manual procurement process and was looking for a single party to provide a centralized electronic solution.

### Technology Solution

WWT built a customized e-store providing 24/7 access to real-time product and pricing information, order tracking, technical support and mission critical reporting data.

### Payoff

The State realized an increase in on-time deliveries, 24/7 visibility of order information, centralization of the procurement process and increased program efficiency.

### World Wide Technology: Prime Vendor for State of Missouri

The State of Missouri was looking to make improvements in its process for procuring IT products and services. The State's quoting and ordering processes were heavily manual, and there was no centralized procurement process or real-time visibility of order tracking or spending trends.

The State improved their procurement program by awarding World Wide Technology, Inc. (WWT) a Prime Vendor Contract. This contract allows state agencies to purchase I.T. hardware, software, and maintenance, as well as technical assistance, help desk, and training services, all from a single source. The focus of the contract is on rapid deployment of products and services to State agencies and customers statewide.

In order to meet State requirements, WWT built and maintains a customized e-store providing State agencies 24/7 access to real-time product and

pricing information, order tracking, technical support and mission critical reporting data.

Through this program, WWT processes an average of 1,100 purchase orders per month, while continually meeting all contract Service Level Agreements (SLA's).

WWT coordinates a sales forecast with key suppliers in order to reserve, build and stage inventory to be ready for call-out and delivery. Suppliers include Dell, IBM, HP, Microsoft, Gateway and Lexmark, to name a few.

WWT has been providing I.T. solutions since 1990, and with more than \$1 billion in annual sales, they offer uncommon financial strength and stability, allowing their customers to feel secure in long-term, high-dollar business partnerships.

WWT employs more than 600 professionals with headquarters in St. Louis, Missouri.

### At a Glance

- Centralized Distribution of all products
- Maximization of State agencies productivity
- Significant cost savings to State and its customers
- 24/7 visibility of order status and reporting
- Increased on-time deliveries



World Wide Technology, Inc.

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