

ACI Worldwide: Replace Paper with Cost Savings!

ACI Worldwide had to gain control of their spending. With incredible growth in the business, multiple offices and more than 2000 employees making purchases, a paper-based requisition process meant that at any given time, thousands of dollars were being spent that no one could track, no one could trace to the approver, and no one could report on spend versus budget. The paper process lacked visibility and accuracy and created incredible workload around manual record keeping of requisitions in file folders. The purchasing process was costing a lot of money not just in items being purchased but in the lack of control that a paper-based system created.

“Because it was all on paper, there was a lot of maverick purchasing”, said Eric Gilmore, Purchasing Manager for ACI Worldwide. “Goods and services were being bought that no one had seen or approved. Unplanned, unauthorized spending was a normal occurrence.”

ACI had three very specific requirements when they set out to find a purchasing system. They wanted to implement spend control in a way that was specific to the purchasing lifecycle, not as an afterthought in an accounting package. Their requirements?

1. No more paper – ACI wanted to eliminate paper routing and faxing.
2. Minimal impact on the IT Department - ACI wanted something they could administer easily and implement quickly.
3. No more “sneaker network approval management” – the system had to enforce approval routing rules in a way that was flexible to set up, easy to change, and didn't rely on moving paper from desk to desk or city to city.

Because ACI's goal was to move from post-purchase approval to pre-purchase approval, they needed electronic requisitioning, not just purchase order automation. So they looked at many products but didn't see the functionality they needed to achieve true spend management, until they found SpendMap.

continued on reverse...

At A Glance

Client Profile

ACI Worldwide develops software to help financial institutions process electronic payment transactions. Last year they processed 80 billion consumer payment transactions and managed an estimated \$5 trillion in wholesale payments.

ACI has more than 2000 employees worldwide and offices in principal cities around the globe. More than 800 customers in 88 countries use their software every day to process electronic payments.

Business Challenge

ACI suffered from the challenge of having no formal Purchasing Department and manual, paper-based requisitioning and purchasing processes. Spending was unplanned and unauthorized – in short, out of control.

Solution

SpendMap was used to eliminate paper-based, manual processes and gain control of ACI's spending, resulting in bottom-line savings. SpendMap allows companies to track, manage and secure the purchasing process in a way that provides control and visibility.



“When we first saw the demo, I saw immediately that it was highly intuitive and easy to figure out,” said Gilmore. “My biggest fear as a Purchasing Manager was the risk of implementing a system that no one would adopt. The first step to achieving visibility and control was getting the users to put their orders in the system. It had to be easy and make sense.”

In addition to ease-of-use from an end-user’s perspective, ACI appreciated the ease of administration that SpendMap offers. Being able to modify approval flow in real time and change the system’s configuration without programming or advanced technical skills were all tremendous “wins” for the Purchasing Department.

Result

SpendMap Reduced the Administrative Burden

Eliminating the manual processing and record keeping of requisitions and purchase orders translated to time and cost savings throughout the entire process, as did the elimination of calls and e-mails to find out the status of orders. “In order to see what was purchased in the past, we were spending a lot of time compiling manual reports using a spreadsheet. Now I have instant access to that information,” says Gilmore.

SpendMap Helped ACI Achieve Spend Control

“Now I see everything” says Gilmore. “We have eliminated unauthorized spending which translates to immediate, bottom-line cost savings for our company.”

SpendMap Supports Strategic Purchasing Initiatives

“After a year of using the system, I saw that we were spending \$2M plus with one vendor. With the information that SpendMap provided, I was able to negotiate a 9% reduction on all new purchases with that vendor. This saving alone paid for the system many times over.”



1-800-506-3366 www.spendmap.com