



# Multinational high-tech firm transforms supply chain procurement processes

- Legacy procurement platform caused delays, higher costs
- Pega Platform™ delivered system-driven guidance
- More structure enabled sustainable growth

## The business issue

With 20,000 trading partners, suppliers, internal and external manufacturing arms, and a legacy supply chain procurement system, this high-tech firm suffered from siloed data and tribal buying processes.

The system required specialized knowledge, exception-driven decision making, and inconsistent prioritization – resulting in delays and increased costs. This unsustainable business environment limited the company's ability to scale up. They realized a pressing need to bring more structure to its procurement processes.

## The solution

To introduce a more data-focused approach to the supply chain, the manufacturer developed an exception management platform capable of diagnosing and prioritizing business exceptions in real time. The Pega Platform-based web portal displayed identified exceptions, allowing buyers to immediately begin working on the most critical tasks.

Using Pega's low-code approach, the company quickly created a central knowledgebase within the platform, offering on-demand guidance to buyers unfamiliar with particular tasks and the steps needed to execute on them. Data aggregation and visual summaries further helped with decision making in the procurement process.

## The results

By providing buyers with the tools they need to make informed decisions, the company increased user satisfaction to 90%, and realized huge rewards:

- Increased productivity by 50%
- Cut late orders in half
- Reduced cycle time by 50%
- 95% of work fungible/interchangeable
- Significantly reduced cost of excess inventory

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*We learned more, and we had more opportunities to continuously improve the process. The results were that the buyers themselves were able to process twice the work.*

**Senior Product Manager**  
Multinational high-tech firm