

## Global Top 5 University – Key Facts

**Revenue:**  
Approx. 1.5 Billion USD

**Annual Purchasing Spend:**  
Approx. 590 Million USD

**Number of Employees:**  
Approx. 18 000

**Number of Students:**  
Approx. 21 000

**ERP Systems:**  
Centralized Procurement Team  
Using ORACLE Financials  
Various Reporting Tools

**Level of In-House ERP Knowledge:**  
Excellent project team - many years  
of ORACLE Financials experience

**Level of Purchasing Knowledge:**  
High. Sourcing Innovators.  
Constantly increasing the level of  
spend penetrated by the central  
purchasing team across more than  
130 university departments.

**Refresh License:**  
Refresh Desktop

**Live with Refresh Desktop and  
ORACLE Financials extractors**

**Current Status:**  
Tagging all ORACLE purchase order  
lines to UNSPSC as part of the  
medium term purchasing strategy

**Regions using Refresh:**  
Purchasing Department  
Finance Division

**Refresh Languages installed:**  
English

**Combined Standards in Refresh:**  
UNSPSC Segment  
UNSPSC Family  
UNSPSC Class  
UNSPSC Commodity  
ISO 8000 Noun Qualifiers for all  
Items and Services category-wide  
HTS/INTRASTAT



# Refresh™ Data Standardization Software

## Customer Case Study:

### Auto UNSPSC Classification for Global Top 5 University



#### Business Challenge:

For the last few years, one of the world's leading universities has been working on a Big Data challenge in procurement – how to increase spend penetration in the right commodities with continued demonstrable savings for all shareholders. The university had already covered significant ground – with an excellent record in increasing the % spend covered over the last five years almost one hundred fold.

Even with this substantial success management had targeted even more future spend visibility and spend analysis for the majority of the university's Purchase items, services and suppliers in the Oracle Financials system.

In terms of in-house software tools, the organization had been running Oracle Financials successfully for many years as well as some best-of-breed reporting tools. However, the current tools were not the main problem – the underlying raw data was the real issue. It was extremely tough to get users to provide trustworthy spend classification across an extremely diverse group of commodity groups from stationery to building services to complex medical equipment.

The main problem remained: **how best to automatically tag extremely diverse and sometimes cryptic Oracle purchase line items to UNSPSC?**

After investigating the market for a specialist tool and including in-depth live demo test of actual line items sampled from some of the 130 university departments, Refresh™ Desktop software was selected.

Some factors which were key in the selection of Refresh™ included:

- + Ease of use allowing the right person to do the job quickly
- + Deep Global International Standards experience & content
- + Pre-Built dictionaries ready to use on day 1
- + Low software license cost and low implementation effort
- + No need to touch the Oracle system / any Oracle resource
- + Fresh's agility in customer customization of software
- + Coverage of diverse spend categories
- + Ready to use noun-modifier additions for Higher Learning

#### The Solution:

Refresh Desktop was deployed in English within one week of purchase so the standardization of the Oracle purchase lines could commence in record time. The original higher learning Refresh dictionary already included a slightly increased number of noun-modifiers especially from the medical, research, services and chemical families. The total number of individual noun-modifiers in the delivered dictionary exceeded 46700.

The university purchasing team and especially the lead purchasing analyst was extremely good at describing possible enhancements in the Refresh tool. These were incorporated in a delta Refresh version and rolled in to the general product within weeks.

*"It really has taken you no time at all – and it's going to be a great help. It's good to know that Fresh are treating our requests with such enthusiasm"*

*Project Manager & Purchasing Analyst*

One of these key enhancements was a way to match especially cryptic purchase order descriptions to UNSPSC through hints and filters related mainly to the vendor type:

| Id | Certainty | Old description            | Vendor               | UNSPSC #    | UNSPSC Title       |
|----|-----------|----------------------------|----------------------|-------------|--------------------|
| 1  | 4         | Extra scaffold hire / 3684 | Stone's Scaffolding  | 72.10.15.02 | Scaffolding servi  |
| 2  | 2         | Scaffold and hoist hire /  | Stone's Scaffolding  | 72.10.15.02 | Scaffolding servi  |
| 3  | 2         | 60mm Tissue culture dish   | Life Science Supp... | 41.12.21.01 | Petri plates or di |
| 4  | 3         | Champagne reception @      | STC Catering         | 90.10.16.03 | Catering service   |
| 5  | 3         | 10ml Pipettes              | Life Science Supp... | 41.12.15.10 | Volumetric pipet   |
| 6  | 3         | Coffee                     | STC Catering         | 90.20.17.08 | Coffee drinks      |

Refresh Vendor UNSPSC filters steer matches by supplier type

#### Key Business Benefits:

The university has been using the Refresh software to cleanse and manage purchase order line descriptions across all departments. Purchase order descriptions are matched against a common hierarchy for all products from all suppliers. True spend is reflected, and a detailed view of what the University is buying is the result, highlighting common purchasing trends across all divisions, and any category areas which require further cost improvement. The Purchasing department can use this data to develop detailed purchasing strategies accordingly, thus ensuring that the University is achieving true value for money from its suppliers as part of the organization's 3-5 year strategy.