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Case Study

CUSTOMER STATE OF NORTH CAROLINA

SOLUTION CENTRALIZED PROCUREMENT SOLUTION FOR WIRELESS POLICY GOVERNANCE WITH COMPLEX COST ALLOCATION

BACKGROUND

The State of North Carolina needed to implement a new, centralized purchasing system for wireless services to ensure policy governance and to simplify the process of reallocating costs throughout their organization. The State also required that the new system support over 20,000 unique department codes to ensure accurate accounting and required all pricing be customized to account for central "Administration" costs. Finally, the State required a provider that could deliver a fully compliant solution prior to their aggressive deadline for the project.

PROBLEM VISION ADDRESSED

Vision provided a customized, eProcurement solution to support the State's deployment and governance of its new centralized wireless purchasing policy – on time and within the State's aggressive deadline. Vision's solution ensured every order was properly coded to allow for accurate cost allocation and included customized validation loops to meet the State's requirement for multiple layers of approval prior to order submission.

APPROACH TAKEN TO MEET CUSTOMER'S REQUIREMENTS

- Developed a secure eProcurement solution for ordering wireless devices and service in accordance with the State's new, centralized wireless policy
- Ensured every order was properly coded and processed with the correct, corresponding Department Code to allow accurate cost allocation by the State
- Developed customized work-flows and layered validation loops to ensure the security and validity of all orders.
- Created a custom database of 20,000 Department Codes and provided daily maintenance to update with new codes
- Served as first point of contact, providing Help Desk support for ordering and provisioning questions
- Ensured ability to quickly customize the eProcurement solution with special promotions and/or new incentives



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