

# CAPITA

## Staffordshire Library and Information Service



*Electronic Supply Chain Solution saves Staffordshire £95,000 per year*

### Background

Staffordshire Library and Information Service comprises 44 static and 11 mobile libraries, serves more than 384,000 borrowers and issues 5 million items per year. With over 800,000 residents, Staffordshire County Council employs approximately 30,000 staff. With an aim to make Staffordshire a better place to live, work, visit and invest, the Council sought new ways in which they could realise efficiency savings. With such a large number of libraries, staff and books, Staffordshire Libraries approached Capita to help them implement an entire Electronic Supply Chain solution, with their suppliers such as Askews, Holt Jackson and Peters.

## Staffordshire Libraries and Capita

By implementing one of the UK's leading Electronic Supply Chain solutions - Gateway, Staffordshire Libraries successfully streamlined their procurement processes across the Council.

Using the Gateway solution, Staffordshire Libraries have not only fully automated their supply chain from ordering, to receipting and invoicing, but also successfully integrated their library management system with their SAP Council finance system. This was achieved by implementing a full Electronic Supply Chain solution supported by EDI (Electronic Data Interchange). These messages include Orders, Quotes, Acknowledgements, Cataloguing Services and Invoices, each of which have all contributed to the savings that have been made

Jo Grocott, Stock Supply Manager at Staffordshire Libraries commented, "New stock is reaching libraries more quickly and our request supply times have also improved. Staffing costs within acquisitions have been reduced by 42% since we sent our first EDI order on Gateway 6 years ago and, as 130,000 items were ordered via EDI last year (85% of our total), EDI is now a core requirement for any supplier to Staffordshire Libraries."

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### Actual savings realised

With a full Electronic Supply Chain implemented, Staffordshire have estimated that they are saving approximately £95,000 per year. Achieved by implementing EDI throughout for their book stock selection and procurement activity, this now totals 85% of their acquisitions.

As the Gateway solution is a managed service, Capita and Staffordshire Libraries worked closely together in order to ensure that the maximum level of savings could be achieved. In addition to this, Capita and Staffordshire worked together to ensure everybody, staff and borrowers, benefited from a more effective, automated supply chain service.

Capita have not only worked with Staffordshire as the end user of Gateway, but have also worked closely with all of the major book suppliers. Through the Additions Partner Programme, all major book suppliers are accredited and certified to provide libraries with the confidence that our solutions work seamlessly. Providing libraries with greater choice, Capita has certified over 40 book suppliers. Working closely with all major book suppliers enables Capita to provide a fully managed Electronic Supply Chain service, making it as easy as possible for our customers to realise maximum savings.

### From pioneering to achieving

Staffordshire had a vision to have effective and efficient supply chain management. Capita have enabled them to realise this vision. From a fully Electronic Supply Chain to Council wide finance integration, the Gateway solution has enabled Staffordshire Libraries and Information Service to realise enormous tangible savings, year on year.

### Find out more

For more information about Gateway solution visit [www.capita-software.co.uk/gateway](http://www.capita-software.co.uk/gateway) or alternatively, contact our Sales Team on 0870 400 5090 or [libraries-sales@capita.co.uk](mailto:libraries-sales@capita.co.uk). We hold regular webinars on our suite of services, if you would like to arrange a webinar specifically for your institution email [libraries-webinars@capita.co.uk](mailto:libraries-webinars@capita.co.uk).

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