

Company A

CUSTOMER CASE STUDY

Supplier management system implementation and enhancement project

Industry Logistics & Transportation

No. of Employee About 7,000

Revenue About KRW 12 trillion (as of 2024)

📅 2020.08 ~ 2021.02 / 2021.05~12

Customer Comments

The new system improves communication among procurement team, partners, and the distribution center, and enhances delivery-process compliance.

Senior Manager, Procurement Team,
Logistics and Transportation Company C

Project Overview

Challenges

Reduced efficiency due to manual procurement and **limited ability to secure a high-quality supplier pool**

Inability to manage detailed purchasing records due to missing item codes

Use of fragmented systems across procurement areas and tasks

Growing need to establish a strategic supplier management framework

Solutions

Implementation of a system that provides **end-to-end visibility - from PR to contracts, supplier management, settlement, and asset management**

Establishing optimized procurement processes tailored to each item category

Implementing a full-coverage procurement environment & system

Introducing supplier evaluation, enabling segmentation based on performance

Results

Improved efficiency and communication through a system-based process, with **strengthened compliance**

Enhanced accuracy and enabled strategic procurement through purchase-history insights

Increased consistency & visibility with a standard procurement process

Secured a qualified supplier pool and improved communication among on-site staff and suppliers

Implemented Software Coverage

Item Category Mgmt.

Sourcing Mgmt.

Quotations/Bidding

e-Contract

Supplier Reg./Eval.

Workplace

System Admin

Challenges

Reduced efficiency due to manual procurement and limited ability to secure a high-quality supplier pool

Company A had been handling only part of its procurement and supplier management tasks, such as purchase requests, bidding, and contracting, through the ERP system's MM(Material Mgmt.) module and an e-contract system, while most other processes were carried out manually. In addition, the systems and workflows differed across procurement areas such as goods, construction, and services, which reduced overall efficiency and visibility.

Because detailed purchase records and supplier information were difficult to manage systematically across the company, there was no proper system for evaluating and managing suppliers. To improve procurement consistency and visibility and to secure a strong pool of qualified suppliers, Company A decided to establish a standardized, system-based procurement process.

Our Solution

Implementation of a system that provides end-to-end visibility - from PR to contracts, supplier management, settlement, and asset management

Emro carried out a two-phase project to build Company A's procurement and supplier management system, based on the company's eleven key initiatives for establishing a standard procurement process.

Procurement type was divided into goods and construction, and outsourcing and transportation, and the system was designed and rolled out in phases according to business priority. This allowed gradual change management and efficient implementation. By integrating bidding, e-contracting, and performance evaluation into a single system, the company also established a foundation for a strategic supplier management.

After completing Phase 2 in 2021, Emro added settlement and an asset management module, enabling users to manage everything from receipt to settlement in one system and handle the company's growing procurement assets more effectively.

Results

Improved efficiency and communication through a system-based process, with strengthened compliance

With the new integrated procurement and supplier management system by Emro, Company A greatly improved procurement efficiency. Where contracts and orders were previously handled using supplier codes or item names, the new system enables procurement based on item codes. This reduces processing time and provides more accurate purchase histories and information. Past purchase data can also be referenced during unit price contracts, improving negotiation capability.

Communication among on-site staffs, suppliers, and the procurement team also improved. Logistics centers can view delivery schedules and contract details directly in the system, enabling clearer work requests and stronger compliance through better delivery process adherence.

Company A plans to further enhance supplier management with real time information updates and risk monitoring, as well as advance its cost management functions to continue digitalizing procurement operations.