

# IBK System

CUSTOMER CASE STUDY

## e-Procurement system rebuilding project

Industry	System Software Development and Supply
No. of Employees	About 680
Revenue	KRW 350.9 billion (as of 2024)

### Customer Comments

**Achieved a 90% on-time project delivery rate through the PIS-integrated procurement system**

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### Project Overview

#### Challenges

Existing system reached its **limits in performance, security, and adaptability to internal and external changes**

Diversification of items to be managed due to increase in projects

Tightened supplier-related regulations and increased compliance needs

Growing need for improved data integration and utilization

#### Solutions

Building an IBK System-specific integrated procurement process through **PIS integration and function enhancement**

System-based support for group-wide integrated procurement

Providing a structured supplier management capabilities

Building a data utilization foundation via procurement system-PIS integration

#### Results

**Achieved 90% on-time completion rate and improved project quality** through enhanced outsourcing capabilities

Strengthened negotiation power for outsourcing rates & recurring purchase items

Enhanced outsourcing workforce quality and achieved 90% on-time project delivery

Improved project management transparency & cross-department collaboration

## Implemented Software Coverage

PR   Supplier Selection   e-Contract   Supplier Registration   Item Mgmt.   Inspection/Goods Receipt  
Statistics Mgmt.   Workplace   System Admin

## Challenges

### System reached its limits in performance, security, and adaptability to internal and external changes

IBK System, a leading financial IT service provider, faced performance and security issues due to the aging e-Procurement system built in 2010. Strengthened supplier regulations and growing user demands for automation also made it difficult for the existing system to respond flexibly to internal and external changes.

Particularly in a project-based industry, the need for an integrated management system covering the entire project lifecycle—from contract management to project execution, inspection and maintenance—became more critical. Considering the conservative nature of financial sector clients and the complex supplier structure, a more systematic supplier management function was also urgently required.

## Our Solution

### Building an IBK System-specific integrated procurement process through PIS integration and function enhancement

IBK System, in collaboration with Emro, aimed to enhance the existing e-Procurement system(e-Pro) while simultaneously implementing a Project Information System(PIS) to establish more structured project management and a group-wide integrated procurement process.

In line with increasing projects and the diversification of managed items(such as hardware, software, SaaS, and maintenance services), the new system digitalized the entire procurement workflow—from item management to PR/bidding, contract, inspection/goods receipt, and supplier management etc.

In addition, to strengthen compliance, ensure project quality, and prevent supplier-related risks in advance, information across processes was integrated and centralized in a database for real time visibility. The new procurement system also introduced detailed and automated supplier management features, including preemptive blocking of disqualified vendors during the bidding process.

## Results

### Achieved 90% on-time completion rate and improved project quality through enhanced outsourcing capabilities

With the new integrated e-Procurement system developed in collaboration with Emro, IBK System not only improved project quality but also reduced overall procurement costs.

Systemizing the entire procurement process allows tracking of recurring purchases and outsourcing rates, thereby strengthening price negotiations through data-driven insights. Integration with PIS enables real-time schedule and supplier management, improving on-time delivery reliability and outsourcing performance resulting in over 90% of projects being completed within the 10-day reference period, significantly reducing delay risks.

Procurement transparency has also improved. Since the implementation of new system, roles and responsibilities for each procurement manager have become clearer, and every step such as PR, approvals, and PO is automatically recorded. This makes it easier to identify causes and assign responsibility for any delays or omissions. The dashboard function in the system also provides real-time visibility into procurement status and performance, enabling data-driven analysis for KPI planning and decision-making.