



NHBC

With Medius partnership
NHBC continues raising the
standards in house building



Case study



The company

Established in 1936, National House Building Council (NHBC) has grown to be the UK's leading independent provider of warranty and insurance for new homes. Among the company's services, NHBC offers comprehensive insurance to private homeowners as well as commercial developers and suppliers.

With its unrivalled expertise, data, and training services, NHBC works to improve the construction quality of new homes while providing insurance protection throughout the various stages of building and ownership. With close to a century of experience, **NHBC is a name trusted by homeowners, builders and lenders alike.**

The challenges

While NHBC had established a position of strength in the industry, many of its manual systems needed to be updated.

- Using emails, spreadsheets, and paper-based systems made it difficult to track and share supplier data across departments
- Without a centralized system for contract storage there was a lack of visibility into the status of supplier insurance and certification
- A vendor database was needed to help identify and deploy contractors quickly for customer repairs

In general, there was a lack of understanding in the company about the importance of procurement. In 2016, Medius was implemented, and things changed dramatically.



The solution

This was a critical step for the company, and several solutions were carefully vetted. NHBC was seeking an end-to-end system for sourcing, procurement, contract management, and supplier information management. They needed a system with both technological superiority as well as a competitive cost structure.

“Medius offered all this, as well as a solid implementation plan for the lowest time to value,” said Benjamin Mann, NHBC Procurement and E-Sourcing Specialist.

Although NHBC anticipated difficulty integrating its Agresso ERP system, Medius implementation experts got NHBC up and running quickly.

NHBC now has a fully developed e-procurement system, centralized supplier information, standardized onboarding, and automated contract reporting.

The department uses a pre-qualification questionnaire and compliance process for vendors. There are project templates, invitations, and automatic contract renewal data reporting directly from the system.



With greater automation and efficiency, **our staff can now focus on areas that help NHBC excel** and raise standards in house building.

Benjamin Mann, NHBC Procurement and E-Sourcing Specialist

The importance of procurement becomes clear

The role of procurement shifted dramatically. It is now at the forefront of spend activity with an end-to-end system and mandatory processes.

The procurement team is now the “first stop” for a sourcing activity. Stakeholders are confident that the e-tendering and compliance monitoring solution will provide accurate and detailed cost comparison.

Senior decision-makers simply outline their requirements with the procurement team and receive the specific information they need.

Mann notes that the claims team can now focus on the complex nature of specifying remedial building works. With automated procurement they can continue to do their best for homeowners.



The procurement team now has all the tools to deliver best-in-class practices at every level and further raise standards in the industry. Since implementing the solution, **the procurement team has run over 200 procurement projects** including some of the most business-critical activities.

Benjamin Mann, NHBC Procurement and E-Sourcing Specialist

Better efficiency means better customer service

According to Mann, the team is no longer chasing overdue accounts or insurance certificates. Mann notes several highlights and improved efficiencies:

- They are able to provide tender reviews for all NHBC's claims projects with triple the number of invited suppliers and twice the response rate
- They have visibility into suppliers' financial stability, previous performance, line level pricing and compliance with NHBC standards
- Suppliers receive automated reminders to submit updated certificates on time, allowing NHBC to monitor its supplier base and deploy vendors and contractors rapidly



Now NHBC can process and review more responses from more carefully targeted suppliers. **We have a holistic view of supplier compliance, performance and pricing**, making award decisions clearer and quicker. Ultimately, this is a great result for homeowners and continues to help us raise standards.

Benjamin Mann, NHBC Procurement and E-Sourcing Specialist

The conclusion

With an increase in output, the team now has more time to manage stakeholders, suppliers, and customers. Operating with greater productivity, they can focus on revenue generation and raising the standards in house building.



The **fantastic support and implementation** from Medius made this transition less about software and more about culture.

Benjamin Mann, NHBC Procurement and E-Sourcing Specialist

About Medius

Managing AP and finance should be about strategy, not stress. You shouldn't have to sift through endless emails, PDFs or paper to get invoices confirmed, coded and paid, so you can (heaven forbid) go home. You shouldn't have to scramble to pay suppliers and keep them happy or cross your fingers no surprises land in your inbox that jeopardize the numbers you've presented to the boss and the board. You shouldn't have to worry about a fake invoice subjecting you to fraud. And you certainly shouldn't have to fret about finding a solution that is actually a solution - one that doesn't add expensive consultants and costs instead of speed and simplicity.

Let's replace all that worry and wondering with calm and confidence. Medius links all of AP together - from invoice capture and processing all the way through payment. With one look at a demo, you'll see how Medius takes you beyond basic automation and minor improvements to let Artificial Intelligence (AI) do most of the work for you, so you can get done, go home and rest easy. You'll know exactly what's paid, what's pending, and that your forecasts are spot on. And you won't have to worry about implementation and ongoing administration costs, because you'll start seeing the value immediately and the innovation won't stop. To learn more, visit medius.com.



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