

78 Terminals, One Platform: Redefining Global Maritime Procurement



Overview

Managing procurement for one of the world's largest logistics operations comes with unique challenges. For DP World, operating 78 marine and inland terminals globally meant their procurement team handled thousands of complex tenders annually - each requiring meticulous coordination, documentation, and vendor management across multiple time zones.

DP World recognized that their traditional tendering process wasn't keeping pace with their growth. Manual processing, email-based vendor communications, and spreadsheet-dependent workflows were creating inefficiencies that adversely impacted operations.

The Challenge: Scaling Procurement for Global Operations

As DP World's operations expanded across continents, their traditional procurement processes revealed several critical limitations. Each region had developed its own approach to tender management, creating a complex mosaic of processes that became increasingly difficult to standardize and monitor.

The procurement team faced three key challenges:

Process Fragmentation

Managing tenders across 78 terminals meant juggling multiple systems and workflows. Each tender cycle required extensive coordination between regional offices, making it difficult to maintain consistency and compliance standards across operations.

Limited Visibility and Control

Without a centralized system, tracking tender status, managing vendor communications, and analyzing bid data required significant manual effort. This not only consumed valuable time but also made it challenging to generate insights for strategic decision-making.

Scalability Constraints

As DP World continued to grow, their existing processes couldn't scale effectively. The procurement team needed a solution that could handle increasing tender volumes while adapting to new business requirements and regional regulations.

The situation called for more than just digitization - it required a comprehensive platform that could standardize processes across regions while maintaining the flexibility to accommodate local business needs and future growth.

The INTECH Approach

INTECH's certified experts worked closely with DP World to address these challenges. By leveraging their deep expertise in Oracle Cloud solutions, we crafted a tailored implementation of the Oracle Fusion Sourcing platform to streamline DP World's tendering processes.

Key Solution Components:

- ▶ Perform in-depth analysis of DP World's requirements and mapped their business processes to the Oracle Fusion Sourcing platform
- ▶ Ensured the solution could accommodate every aspect of the tendering lifecycle, from publication to vendor award
- ▶ Carried out extensive user acceptance testing and continuously incorporated feedback to refine the solution
- ▶ Deployed the optimized solution into production, ensuring a smooth transition

Business Outcomes

INTECH's Oracle Fusion Sourcing implementation transformed DP World's tendering operations and delivered measurable benefits:

- ✦ Transformed the tendering process into a well-structured and efficient operation, with end-to-end visibility.
- ✦ Enabled direct, convenient interaction with suppliers through an intuitive online portal.
- ✦ Incorporated well-defined amendment workflows to adapt tenders according to evolving business needs.
- ✦ Extensive scoring and response analysis features, providing deeper insights to support data-driven decisions.
- ✦ Integrated an intelligent system to assist in award recommendations, minimizing manual effort.
- ✦ Introduced flexibility in the award and approval process, making it adaptable to varying business scenarios.

By streamlining the tendering process and leveraging the power of Oracle Fusion Sourcing, Intech equipped DP World with a future-ready solution that drove operational efficiency, enhanced vendor engagement, and supported data-driven decision-making across their global operations.

Client Quote

"Their skills were mainly on the fusion side and they are very good at integrations. Usually, companies have a strong footprint in either functional or technical, but INTECH has good consultants on both sides. "

Ready to Transform Your Tendering Process?

Your organization could be the next success story. Schedule a complimentary consultation with our Oracle Fusion experts and discover:

- ▶ A customized roadmap for your digital transformation
- ▶ Potential cost savings and efficiency gains
- ▶ Implementation timeline and ROI projections