

Global Top 5 University – Key Facts

Revenue:
Approx. 1.5 Billion USD

Annual Purchasing Spend:
Approx. 590 Million USD

Number of Employees:
Approx. 18 000

Number of Students:
Approx. 21 000

ERP Systems:
Centralized Procurement Team
Using ORACLE Financials
Various Reporting Tools

Level of In-House ERP Knowledge:
Excellent project team - many years
of ORACLE Financials experience

Level of Purchasing Knowledge:
High. Sourcing Innovators.
Constantly increasing the level of
spend penetrated by the central
purchasing team across more than
130 university departments.

Refresh License:
Refresh Desktop

**Live with Refresh Desktop and
ORACLE Financials extractors**

Current Status:
Tagging all ORACLE purchase order
lines to UNSPSC as part of the
medium term purchasing strategy

Regions using Refresh:
Purchasing Department
Finance Division

Refresh Languages installed:
English

Combined Standards in Refresh:
UNSPSC Segment
UNSPSC Family
UNSPSC Class
UNSPSC Commodity
ISO 8000 Noun Qualifiers for all
Items and Services category-wide
INTRASTAT / HS Codes / Tariffs
Ontology for ORACLE Items
Tax codes for Vertex & Onesource



Refresh™ Data Standardization Software Customer Case Study: Auto Oracle Item Standards for Global Top 5 University



Business Challenge:

For the last few years, one of the world's leading universities has been working on a Big Data challenge in procurement – how to increase spend penetration in the right commodities with continued demonstrable savings for all shareholders. The university had already covered significant ground – with an excellent record in increasing the % spend covered over the last five years almost one hundred fold.

Even with this substantial success management had targeted even more future spend visibility and spend analysis for the majority of the university's Purchase items, services and suppliers in the Oracle Financials system.

In terms of in-house software tools, the organization had been running Oracle Financials successfully for many years as well as some best-of-breed reporting tools. However, the current tools were not the main problem – the underlying raw data was the real issue. It was extremely tough to get users to provide trustworthy spend classification across an extremely diverse group of commodity groups from stationery to building services to complex medical equipment.

The main problem remained: **how best to automatically tag extremely diverse and sometimes cryptic Oracle purchase line items to spend codes and UNSPSC?**

After investigating the market for a specialist tool and including in-depth live demo test of actual line items sampled from some of the 130 university departments, Refresh™ Desktop software was selected.

Some factors key in the selection of Refresh™ included:

- + Ease of use allowing the right person to do the job quickly
- + Deep Global International Standards experience & content
- + Pre-Built dictionaries ready to use on day 1
- + Low software license cost and low implementation effort
- + No need to touch the Oracle system / any Oracle resource
- + Foundation data for the ORACLE AI-enabled enterprise
- + Coverage of truly diverse spend categories
- + **Ready to use industry-specific AI-native ontology data means that their own AI processes actually work**

The Solution:

Refresh Desktop was deployed in English within one week of purchase so the standardization of the Oracle purchase lines could commence in record time. The original higher learning Refresh dictionary already included a slightly increased number of noun-modifiers especially from the medical, research, services and chemical families. The total number of individual noun-modifiers in the delivered ontology / dictionary exceeded 46700.

The young university purchasing team and especially the lead purchasing analyst was extremely good at describing possible enhancements in the Refresh tool. These were incorporated in a delta Refresh version and rolled in to the general product within weeks.

"It really has taken you no time at all – and it's going to be a great help. It's good to know that Fresh are treating our requests with such enthusiasm"

Project Manager & Purchasing Analyst

One of these key enhancements was a way to match especially cryptic purchase order descriptions to UNSPSC through hints and filters related mainly to the vendor type:

Id	Certainty	Old description	UNSPSC #	UNSPSC Title
1	4	Extra scaffold hire / 3684	72.10.15.02	Scaffolding servi
2	4	Scaffold and hoist hire /	72.10.15.02	Scaffolding servi
3	2	60mm Tissue culture disl	41.12.21.01	Petri plates or di
4	3	Champagne reception @	90.10.16.03	Catering service
5	3	10ml Pipettes	41.12.15.10	Volumetric pipet
6	3	Coffee	90.20.17.08	Coffee drinks

Refresh Vendor UNSPSC filters steer matches by supplier type

Key Business Benefits:

The university has been using the Refresh software to cleanse and manage purchase order line descriptions across all departments. Purchase order descriptions are matched against a common hierarchy for all products from all suppliers. True spend is reflected, and a detailed view of what the University is buying is the result, highlighting common purchasing trends across all divisions, and any category areas which require further cost improvement. The Purchasing department can use this data to develop detailed purchasing strategies accordingly, thus ensuring that the University is achieving true value for money from its suppliers as part of the organization's 3-5 year strategy.