

Galliford Try reaches 80% supplier adoption of Causeway's Tradex

Galliford Try implemented a generic solution to manual invoice processing nearly 5 years ago. After 3 years, just 1 in 4 suppliers were onboard and little of the projected benefits realised. Without specialist support and industry expertise, construction industry giant Galliford Try was frustrated with progress. Some of the challenges faced would only be resolved with an industry-specific solution.

Customer:



Industry:

Housebuilding

Location:

Cowley, Uxbridge

Causeway Solutions:

Causeway enabled the business to accelerate e-Invoicing across their supply chain - increasing from 25% to 80% in just 18 months. The Tradex platform connects with accounting systems and ERPs to deliver a flexible and scalable solution for the construction industry.

The Challenges

Generic platform: Supplier adoption stagnated without expertise in the construction and building sector.

Disappointing results: After three years and less than 25% of suppliers onboard, Galliford Try was not fully benefitting from their e-Invoicing investment.

Strained relationships: Errors, missing information and difficulty confirming invoices were received meant a high volume of queries received and resource to manage – assuming the document was not lost in the process.

Low supplier adoption:

Before Tradex, Galliford Try experienced low supplier adoption with a generic e-Invoicing platform not specialised for the construction industry.

Lack of traceability:

It was commonplace to see errors and missing information on paper invoices, difficult to confirm receipt of invoices sent and unnecessary delays as paper invoices passed back and forth.

Lost opportunity:

The main barrier to realising the full cost saving, efficiency and compliance gains from a dedicated e-Invoicing solution is supplier adoption. Galliford Try achieved just 25% in 3 years with a previous solution.

Little sustainability:

As a building and construction business with a strategic emphasis on delivering sustainable solutions and using resources more efficiently, drowning in paper was the opposite of what they wanted.

Lots of resource:

Paper invoices need people to process them and errors and missing documents mean more queries.

The Solution

Galliford Try looked to Causeway to boost e-Invoicing uptake. With Tradex community members experiencing the benefits of supply chain digitisation via an integrated digital solution, Causeway was strongly positioned to help.

One expert partner:

Realising e-Invoicing gains required the capability, support and guidance offered by Causeway's industry experts. The Tradex Community Management team project managed faster supplier adoption.

One goal, one team:

The business made it a priority to increase the proportion of invoices sent electronically. Galliford Try and Causeway agreed on an initial target of having 65% of suppliers onboarded within 12 months.

One tough network:

Causeway offer integrated digital solutions across a fault-tolerant cloud-based network with outstanding security and business continuity backed up by ISO accreditations.

One true solution:

True e-Invoicing means receiving and processing digital invoice data without manual intervention. Tradex automatically rejects invoice errors back to suppliers, with the reasons why, according to your rules.

More suppliers, more efficiency

Over 140,000 construction businesses use Tradex and over 300 join us every month. Causeway's Tradex offers many demonstrable benefits and cost savings that scale with the number of onboarded suppliers.

Experts in construction

Causeway's Tradex is the go-to solution for UK construction with industry experts and years of experience in the sector. Project managers with industry knowledge deliver faster supplier adoption.

One connection, limitless partners

The world's largest connected supply chain and e-Invoicing network for the construction industry enables better management of supplier relationships, improved cash flow and reduced operating costs.

“The key difference with this project was the people. We had an excellent project manager who took personal responsibility.”

Peter Rose, Shared Services Director,
Galliford Try

The Outcomes

Causeway's Tradex network enabled Galliford Try to significantly increase the efficiency of their invoicing processes. By integrating Tradex with their Oracle system and leveraging the specialist expertise offered by Causeway's dedicated Tradex Community Management team, Galliford Try accelerated e-Invoicing adoption across their supply chain, achieving 80% e-Invoicing supplier adoption in under 18 months. Galliford Try needed Tradex's integrated digital solution and a dedicated industry expert to drive adoption and realise the full benefits of a digitised supply chain.

Improved traceability:

Digitisation, timestamping and validation according to their business rules delivered certainty and reduced ambiguity.

Better invoice payment:

Less delays in invoice payment due to errors, queries and missing documents.

Increased efficiency:

Reduced re-keying, lower manual intervention, fewer paper trails and less wasted resource.

Better supplier relationships:

Visibility, traceability and self-serve query management increased trust and predictability.

Incisive progress:

Causeway's Tradex and the Tradex Community Management team experts reached 80% uptake in under 18 months versus 25% in 36 months with a generic solution.