

High Volume Transaction Management



CASE STUDY

“Quadrem allows Fenner Dunlop to extend our market advantage deep into our customers supply chains. We have accurate and transparent visibility of our buyer’s true needs along with requirements in real-time and the ability to issue a clean invoice first time, every time.”

Sheryl Sheridan
National Admin Manager/Fenner Dunlop

Background

Fenner Dunlop Conveyor Belting Australia incorporating Fenner Dunlop Conveyor Services is a member of Fenner Dunlop Conveyor Belting Worldwide, a division of Fenner plc, the world leaders in the manufacture of conveyor belting for mining and industrial applications. Fenner Dunlop has been a foundation member of Quadrem and annually exchanges more than 2500 documents electronically from Purchase Orders to Invoices across 16 Branches nationally with buyers such as BHPB, Newmont Australia, Anglo Coal Holdings Australia, Rio Tinto and Alcoa.



Challenge

Fenner Dunlop interacts across (5) States and Northern Territory with such diverse geographically located Quadrem buyers as BHPBilliton Iron Ore in the Pilbara or its Aluminum Business Yarwun in Gladstone to Anglo Coal's Moranbah operations. Fenner Dunlop was seeking increased control in managing multiple buyer orders and more effective high-volume transaction management. They also wanted to shorten transaction and delivery cycles timelines.

Solution

By covering the full spectrum of the Procure to Pay process via the Quadrem SupplyCentre™, Fenner Dunlop has given its operational support level teams the ability to manage multiple buyers and high transaction volumes more effectively. There has also been a significant increase in order accuracy while shortening transaction and delivery cycles timelines. Using the Quadrem SupplyCentre™, Fenner Dunlop has interwoven its commitment to excellence in customer service into all buyer-facing activities and decision-support systems.

Results

Fenner Dunlop as a key foundation member Supplier is often the first choice to go live with new buyers and has embraced B2B innovation to improving order management efficiency with their Buyer via its use of the Quadrem's SupplyCentre™ while minimising the resource and technology development costs of a Direct Connection. The results:

- Data Entry at source and elimination of work and data duplication as well as data inconsistencies
- Standard business processes based on best practices for both the high- and low- volume transacting customers
- “One view” data integration across all departments and real-time consistency and accuracy on reporting.
- Fenner Dunlop increased order accuracy by 40%



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