



# BOC Australia Cuts Costs and Boosts Customer Satisfaction with SimplifyVMS

BOC Australia, a leader in supplying industrial and specialty gases, welding equipment, and safety products, faced challenges in managing its vendor relationships and ensuring workforce efficiency. With over 80 years of legacy, BOC is known for its innovation, commitment to sustainability, and tailored solutions for industries such as healthcare, manufacturing, and mining. BOC encountered difficulties in tracking vendor performance, managing costs, and ensuring compliance with vendor management policies.

## Challenges



**Limited Visibility:** BOC lacked a central system for vendor data. Tracking performance involved manually shifting through emails and spreadsheets. This made it difficult to gain a clear understanding of vendor reliability and identify areas for improvement. This lack of transparency jeopardized delivery schedules and overall efficiency.



**Vendor Performance Tracking:** Evaluating vendors lacked a standardized approach. Without a system to objectively assess performance, BOC struggled to identify reliable partners or leverage high-performing vendors for better deals. Delays could be a one-time issue or a recurring problem – there was no way to tell definitively.



**Manual Processes Slowed Down Operations:** Onboarding new vendors was a time-consuming process due to extensive paperwork and lengthy approval times. These manual processes were prone to errors, causing delays and frustration for both BOC and its vendors.



**Compliance Concerns:** Maintaining compliance with safety regulations was a top priority for BOC. However, manual audits were tedious and error-prone, potentially leaving gaps in compliance. This lack of a centralized system created a significant risk for both BOC and its customers.



**Vendor Relationship Management:** Communication with vendors was disjointed, leading to information getting lost and collaboration becoming a challenge. This hampered BOC's ability to build strong relationships with its vendors, potentially impacting long-term partnerships and strategic negotiations.

# Selection of Simplify

A close look at different vendor management systems (VMS) left BOC feeling overwhelmed. There were just too many features to choose from, and many systems seemed overly complex.

However, SimplifyVMS stood out from the crowd. BOC was impressed by the system's UI, it was easy to use, unlike the others, and BOC's team could quickly find what they needed, like how often vendors deliver on time. This clear and simple system, along with its strong features, convinced BOC that SimplifyVMS was the best choice to manage their vendors.

## Implementation Process



**Transforming Vendor Onboarding:** BOC's manual vendor onboarding process was time-consuming and prone to errors. SimplifyVMS streamlined the vendor onboarding process, eliminating data inaccuracies and reducing delays. For example, the manual entry of vendor information into spreadsheets was replaced with streamlined workflows, ensuring accurate and timely onboarding of new vendors.



**Employee Training:** Training sessions were conducted to familiarize employees with SimplifyVMS. For example, employees were trained in how to use SimplifyVMS's dashboard to track vendor performance and manage contracts.



**Phased Implementation:** SimplifyVMS was implemented in phases, starting with vendor onboarding and contract management. For example, the first phase focused on vendor onboarding, while other phases focused on other areas such as performance evaluation.



## How SimplifyVMS Helped BOC to Streamline Vendor Management?

- **Real-time Visibility:** BOC struggled with limited visibility into vendor performance. They couldn't easily track important metrics like response times and service quality. This meant issues could go unnoticed, potentially impacting project timelines and customer satisfaction.

SimplifyVMS provided a real-time view of vendor performance. BOC could now track key performance indicators (KPIs) in a dashboard, allowing them to identify and address problems as they arise. This newfound transparency empowered BOC to take quicker action and ensure vendors met their expectations.

- **Performance Tracking:** Prior to implementing SimplifyVMS, BOC relied on scattered data and manual processes to track vendor performance. This reactive approach made it difficult to identify trends and proactively address potential issues.

SimplifyVMS transformed BOC's performance tracking capabilities. The system offered a centralized platform to capture and analyze vendor data. BOC could now track key metrics like on-time delivery rates, project completion times, and quality control results. This comprehensive view empowered BOC to identify areas for improvement and take proactive steps to enhance vendor performance. Additionally, SimplifyVMS allowed BOC to set performance benchmarks and track progress over time, enabling them to measure the effectiveness of their vendor management strategies.

- **Compliance Management:** Manually ensuring compliance with vendor management policies was a challenge for BOC. The risk of human error and missed documentation were always a concern.

SimplifyVMS audit trails ensured all vendor management activities were logged and tracked, providing a clear audit history. This reduced the risk of non-compliance.

- **Vendor Relationship:** BOC previously relied on traditional communication methods like email, which often led to delays. This affected the collaboration and could create friction with vendors.

SimplifyVMS provided a central platform for real-time communication and information sharing. BOC could use these tools to share project updates and work collaboratively with vendors towards achieving shared goals. This improved communication fostered stronger relationships and a more collaborative working environment, ultimately leading to better project outcomes.

## Impact on Vendor Management

SimplifyVMS transformed BOC's vendor management practices, enabling better decision-making, resource allocation, and strategic vendor relationships. The comprehensive solutions offered by SimplifyVMS made it the preferred choice for BOC, providing the tools and insights needed to effectively manage its vendor relationships and workforce.

## Results

By implementing SimplifyVMS, BOC transformed their vendor management practices. Here's a closer look at the quantifiable results:

- **Increase in Productivity:** Manual processes were streamlined and automated with SimplifyVMS, leading to increased productivity across the organization. Reduced manual errors and improved workflow efficiency freed up valuable time for BOC's team to focus on strategic initiatives.
- **Reduction in Compliance Risks:** SimplifyVMS ensured BOC adhered to vendor management regulations and policies. Automated audit trails provided clear documentation, reducing compliance risks.





## Future Plans and Expansion

BOC Australia plans to continue using SimplifyVMS because of its success. They believe SimplifyVMS is important for changing how they manage vendors. BOC also wants to work with SimplifyVMS to make improvements that match their changing business needs and industry standards.

## Conclusion

The implementation of SimplifyVMS at BOC Australia has been a success, with the solution addressing key challenges in vendor management and delivering significant benefits. BOC's success highlights the importance of real-time data visibility, streamlined operations, and collaborative communication with vendors. Their ongoing partnership with SimplifyVMS further strengthens their position at the forefront of best practices. By choosing SimplifyVMS, BOC has positioned itself as a leader in vendor management practices, with a focus on innovation, efficiency, and strategic vendor relationships.



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