



## Case Study

# A Painless Approach to Collating Tenders



*“Time is of the essence – and because it’s very accessible and user-friendly it has freed us up to other important things”*

**Matthew Fitzgerald, Category Manager, Global Sourcing**

### At A Glance

**Category**  
Global Sourcing

**Locations**  
Australia  
New Zealand

**Industry**  
Financial Services



### Traditional Tendering: One big headache

As a Global Sourcing Category Manager for ANZ, Matthew Fitzgerald manages major tenders online on a regular basis, and remembers a time when it was all done manually. “It used to be really frustrating, having to manage bulky documents, printing, collating, collecting, managing participants. It was clunky and time consuming.” Carrying around big stacks of documents and attempting to compare them is not a practice he looks back on with fond memories

### e-Tendering: Pain Relief

Tender management no longer needs to be the tedious and taxing process of old. Trade Interchange’s eRFX tool allows automatic collation, scoring and reporting – all at the touch of a button. As a result, putting out requests for tender is “less stressful, more accessible and more transparent” according to Matthew.

“My job is made easier, and the feedback for each question is more in-depth, and of a better quality. It also really gave me peace of mind to have a record of communication, and a paper trail, which meant any problems and correspondence were all captured as evidence.”

With all tenders stored and scored online, and accessible to the whole team, evaluation was a breeze. Matthew says “to be able to log on and look at each response meant we could immediately spot a high or low score, which generates discussion. It makes you feel like you have more control and a clearer path of communication.”

### About ANZ Bank

ANZ provide a range of banking and financial products and services to around 8 million customers, employing 48,000 people worldwide.



*“Less stressful, more accessible, more transparent – just so much easier”*

- Matthew Fitzgerald, Category Manager, Global Sourcing

## Favourite Feature

“Scoring is my favourite part of the process – the visibility of participant scores, autoscoring, and ability to import to Excel are really good features”

## Trade Interchange

Trade Interchange is a specialist provider of e-Sourcing tools and services. To find how they can be put to work in your business, or to trial the software free of charge, please email or call us on::

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### Clear and Responsive: The Support

Trade Interchange pride themselves on their expertise in e-Tendering and level of support offered to clients. At ANZ, this made a big difference to their experience.

Matthew says “Trade Interchange were very across the tool and absolutely responsive to our requests. Their communication was very good, with clear instructions. And they went above and beyond the call of duty when we were stuck.”

With significant time-saving, transparency and efficiency of use, e-Tendering enables organisations to free up time to focus on more important things.

### e-Tendering Features

- Instantly visible responses
- Simultaneously accessible by stakeholders, procurement team members and suppliers
- Responses are collated and autoscored at the click of a button
- View and review all responses side-by-side in identical formats
- One, central point for all RFX documentation
- Live monitoring and management of RFX development progress and supplier response progress
- Automatic central RFX management and storage system
- Web based systems - no internal IT overhead
- For RFI, RFQ, RFP, RFT
- Complete audit trail of tender
- Inbuilt access security and security against loss of data
- ISO27001 Certified