

Introduction

Founded in 1931 Boliden is a Swedish metals company with focus on sustainable development. The company's core competencies lie within the fields of exploration, mining, smelting, metals recycling and production of copper, zinc, lead, gold, and silver. The Boliden Group operates mines and smelters in Sweden, Finland, Norway, and Ireland and has approximately 5,800 employees. Annual revenue amounts 50 BN EUR.

Challenge: Despite advanced functionalities the legacy solution was too difficult and slow to use

Boliden has been a Scanmarket customer since 2019. Prior to partnering with Scanmarket Boliden carried out its sourcing events using a full-suite operator which despite its many advanced functionalities, unfortunately had turned out to be slow, complex to use and onboarding new suppliers proved difficult. Boliden decided to implement a new platform for its sourcing events, and this time user-friendliness was the primary focus.

Solution: A reference team to drive the selection process

After a market review Boliden qualified a short list of suppliers consisting of both full-suite and best-of-breed solutions. In order to secure the suppliers selection was well anchored in the organization, Boliden set up a reference team consisting of 8 people from different parts of the procurement organization. Their task was to evaluate the different vendor solutions and ultimately provide a vendor recommendation to senior management.

The process started with an RFP process that shortlisted six suppliers. To fully make sure the solutions could meet Boliden's demands on functionality and usability, heavy focus was placed on demos, user tests and POC's. After several sessions the reference team proposed to proceed negotiations with best-of-breed vendor, Scanmarket. Scanmarket was chosen as their capabilities were better suited to the needs of Boliden, a competitive price, and finally, the platform was intuitive which was Boliden's key objective for selecting a new vendor for their sourcing events.



Benefit: Seamless implementation & successful onboarding process

Implementation took place in 3 stages, where Boliden’s legacy solution was phased out gradually as the Scanmarket solution was configured, users onboarded, and the solution adopted.

Within the first weeks of implementation, Scanmarket carried out 4 on-site workshops across 4 geographically dispersed locations. It was important to Boliden that these were carried out in person and both the head of procurement and the CPO were deeply involved to communicate the strategic importance of the change to all employees. They explained why the change of platform was necessary and what the selection process had been to ensure that all employees were engaged and understood the focus on user-friendliness and adoption within the company.

Result: 100% adoption rate & 427 executed events in 6 months

Within the first 6 months Boliden ran 427 RFX projects and every single user created their own events, resulting in an outstanding 100% adoption rate – a win for both users of the system and senior management.

Every single user has been creating their own events resulting in an outstanding
100% adoption rate.

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