



New e-business models

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Case study 1: Whitbread Group plc

Purchasing: the standard RFQ process

FOR WHITBREAD

Time consuming
Non price optimising



FOR SUPPLIERS, GENERALLY

Based on paper processes that slow the entire cycle
Little market intelligence gained from sealed-bid RFQs
The sealed bid is nothing more than a "guessing game"
Losing suppliers might not be able to bid again for months or years



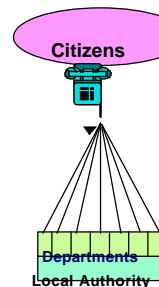
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The immediate benefits

Issues with standard RFQ process	Benefits of online auction/RFQ process
FOR WHITBREAD	
Time consuming	→ <i>Takes hours, not weeks</i>
Non price optimising	→ <i>20% cost reduction</i>
FOR SUPPLIERS, GENERALLY	
Based on paper processes that slow the entire cycle	→ Electronic formats reduce overall cycle times and reduces mishaps
Little market intelligence gained from sealed-bid RFQs	→ Winners and the market price are known immediately
The sealed bid is nothing more than a "guessing game"	→ Transparent information eliminates guessing during bidding events
Losing suppliers might not be able to bid again for months or years	→ Supplier can bid again in minutes

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Case study 2: Liverpool City Council

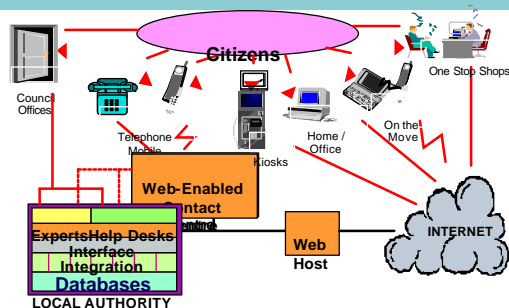


- 60% say it's difficult to find the right person to speak to in their local authority
- 53% think that government doesn't need more money, it needs to be more efficient
- 46% of people who have called departments and agencies rated their service to be fair, poor or terrible

The Henley Centre

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The solution



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The immediate benefits

Calls handled on first contact > 80%

Cash savings



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Impact of new eBusiness models

	<i>Short-term effects</i>	<i>Long-term effects</i>
eBusiness	Competitive advantage	Lower prices
eGovernment	Reputation	Better services

Better services, at lower cost