Ambulance Victoria improves procedures with automated procurement planning, contract management and reporting

Ambulance Victoria (AV) provides quality pre-hospital care and medical transport for people in need of urgent medical attention. The organisation serves 5.8 million people, and each year responds to about 840,000 emergency and non-emergency cases and transports over 660,000 patients.

AV's services include the Air Ambulance, which provides a vital link between rural communities and metropolitan health services; Patient Transport for inter-hospital transfers of critically ill patients; and The Emergency Management Unit which coordinates AV's response to major incidents across Victoria.

Contract System Audit Highlights Previous Deficiencies

A contract system audit led to a recommendation that Ambulance Victoria initiate a project to improve the efficiency and effectiveness of procurement planning and contract management procedures within the organisation.

The aim of the project was to deliver a Source-to-Contract solution that would improve planning of procurement activities and contract administration.

Ambulance Victoria set about to identify a solution with logical and automated workflows that would be flexible enough to reflect existing processes and policies.
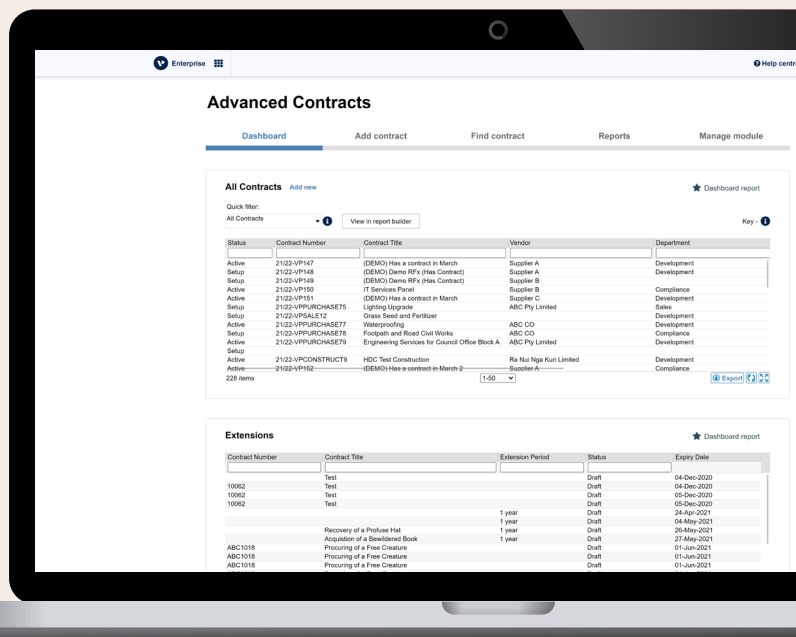
They also required automation of notifications and approvals, compliance with internal policies and government standards and the ability to maintain a secure audit trail of all activity.

A Source-to-Contract Solution to Meet AV's Needs

The solution provided gave Ambulance Victoria the procurement planning and contract management features they needed, as part of an integrated Source-to-Contract platform.

While intuitive for staff to use, it is sophisticated enough to comply with the organisation's process and workflow requirements and to fully meet their audit responsibilities.

Single Location for all Source-to-Contract Activities

All compliance procedures, reporting and notifications relating to procurement planning and contract activities are now managed in one place.

This makes sure there are no duplicate data entries and that important documents are easily located when needed.

Management by exception is now possible, with any non-compliant activity immediately sent to the appropriate level of authority for review and action.

Real-Time Reporting for Tracking and Decision-Making

Advanced reporting can be done through pre-built and user-defined reports, which draw on real-time data and are monitored via a configurable dashboard.

This allows users to track their procurement and contract processes and provides management with the business data necessary for tactical decision-making and strategic improvement.

The VendorPanel procurement and risk management platform addresses common challenges by:

➔ Creating standardised, fully-compliant procurement plans when required by policy

➔ Automating contract creation, approvals and tracking

➔ Proactively managing financial, legal and process risk through out the Source-to-Pay cycle