SOURCING

Furniture supply chain specialist refines client projects with Market Dojo

Customer Success Story

marketdojo
an Esker company

At a glance

Company profile

- International furniture supply chain & global installation specialist
- Teams across London, New York, Manchester, Glasgow & Paris
- Established: 1997
- Headquarters in Netherlands
- eSourcing maturity: Emails, spreadsheets & manual processes

Overview

High stakes in furniture sourcing

As a furniture supply chain and installation specialist, the company collaborates closely with worldwide interior designers and corporate clients to develop and propose furniture solutions tailored to their unique projects.

The dynamics of their industry has always been highly competitive but, like many, this has increased over recent years with competitors willing to take large cuts in margins just to win business.

Also, the high value and complexity of furniture sourcing projects means the stakes are high. Any mistakes in data entry or mismanagement could lead to costly delays or dissatisfaction from clients.

We chatted one of the company's consultants for the London team, to learn more about their decision, as a self-confessed *"not technologically gifted"* person, to choose Market Dojo Sourcing to manage the tender events for an important client project.

Pain points

- **Increasingly competitive industry**
- **Tight profit margins**
- **Risk of data errors cause project delays & unhappy client**
- **First time user of sourcing software & non technical**

Challenges

The trigger

Typically, sourcing requirements have been handled manually using emails and spreadsheets. However, by using an e-sourcing solution, it proved to not only be a time saver, but instilled a sense of confidence with clients that the project would be a professionally managed process.

First off, we asked the senior furniture consultant of the client project about the trigger that drove their decision to use Market Dojo Sourcing.

"As a consultancy, one of the most important things to us is our relationship with the client; giving our clients the confidence that we are working on their behalf to put forward not only the best product portfolio, but also the best cost package for them."

"Before Market Dojo, putting together large tenders would eat up a lot of time and internal resources. Not just from a Sales perspective but relying on other departments to help us."

"As this particular project was one of the largest that we had managed, we knew we'd have to go to tender with suppliers for larger furniture packages to get the best price," they explain.

Requirements

- **Ease of use and simplified sourcing process**
- **Rapid implementation timescales**
- **Event management**
- **Exemplary customer support**

"I would 100% recommend it to anyone else in our company."

Senior furniture consultant
INTERNATIONAL FURNITURE SUPPLY CHAIN & INSTALLATION SPECIALIST

Tackling increasing competition

To add to the challenges, it's become increasingly important to get the most competitive pricing from suppliers.

"It's always been a competitive industry, but we're finding that more and more competitors are happy to take massive cuts in their margins to try and win projects. So we're having to be really creative with the product portfolios and how we can package not just the furniture, but other services, to help maximise our profits internally while still being competitive with the other dealers in the market."

Faced with the need to balance tight project deadlines, a complex tender process, and competitive cost savings, the team was introduced to Market Dojo.

"One of our senior directors shared that Market Dojo Sourcing had been used by at least two other teams in the past and it had really positive feedback from the other consultants."

Solution

Market Dojo is a ‘no brainer!’

After the team found out how Market Dojo would address the project challenges, including lots of positive feedback from colleagues who had used the software, they describe the decision as *“kind of a no brainer!”*

Even though they admit to some initial apprehension, there were enough reasons to override these concerns, *“I was a little apprehensive just because it wasn’t a service that I had used before so wasn’t sure how it was going to work, how much time, or how complex it was going to be from my point of view. But at the same time, I knew it was going to be better than having to manage the whole process on my own.”*

Once the project was underway, Market Dojo Sourcing quickly proved itself to be an easy to use, efficient solution.

One of the major benefits mentioned is Market Dojo’s exemplary sales and customer support in helping them to understand the process, then to setup and run the tenders with suppliers.

“Everyone that I interacted with was very helpful. The project had tight deadlines, so the turn-around times I was requesting from Market Dojo did, at times, feel a bit unreasonable. But the team was very friendly and professional, and really did everything they could to meet those requests.”

“The other big win was just how easy it was to use the platform to compare the different responses we were getting from suppliers... the ease of being able to compare the different packages and look at everything comparatively was a huge bonus for us.”

Senior furniture consultant
INTERNATIONAL FURNITURE SUPPLY CHAIN & INSTALLATION SPECIALIST

“I think suppliers liked using the platform because they knew it was going to be uniform across all respondents. So, it gave them ‘peace of mind’.”

Senior furniture consultant
INTERNATIONAL FURNITURE SUPPLY CHAIN & INSTALLATION SPECIALIST

Results

Confidence & efficiency gains

Compared to manual methods, using Market Dojo Sourcing saved the team time and reduced the pressure during a very busy period.

"I honestly don't know how I would have done the tender process by myself. Putting together any kind of spreadsheet or any kind of platform would not only have been cumbersome but extremely time consuming, and that's time I don't have," they share.

Aside from time savings, the adoption of Market Dojo made the entire sourcing process more efficient and effortless. They explain this a little more, *"The other big win was just how easy it was to use the platform to compare the different responses we were getting from suppliers... the ease of being able to compare the different packages and look at everything comparatively was a huge bonus for us."*

Transparency strengthens relationships

We delved deeper to see what the impact has been on supplier relationships. *"I think suppliers liked using the platform because they knew it was going to be uniform across all respondents. So, it gave them 'peace of mind'."*

We often encounter reluctance from first time users who fear it will damage relationships with suppliers. However, the team felt that the transparent nature of an online tender/negotiation process instils a feeling of openness and fairness between buyers and suppliers.

And there was a positive impact across the project's wider stakeholders.

"In terms of our client relationship, they had a sense of security and confidence knowing that it was managed through a professional third-party platform and that there really was no room for errors or mistakes," they told us.

Benefits

- **Significant time savings**
- **Transparent sourcing process**
- **Improved supplier & client relationships**
- **Professionalism of process**

Key lessons learnt

We wrapped up by asking if they had any advice to others who are considering using an e-sourcing solution for the first time.

"I will freely admit I'm technologically challenged, so one of my biggest apprehensions was not being sure what I would have to do and how complicated it would be. And honestly, throughout the whole process, (and I had a lot of questions at the beginning) the Market Dojo team never made me feel silly for asking what felt like basic questions."

They go on to say, *"I would say to anybody who is either not sure, concerned or afraid that they don't know how to use the platform; or who has concerns about how involved or complicated it will be—it really isn't!"*

This comment highlights how Market Dojo's simple to use platform, coupled with their exceptional support, simplifies the sourcing process, making it a worthwhile investment.

By using Market Dojo, the company has not only streamlined its tender process but also empowered its team to deliver top-quality results with less stress and greater confidence.

And lastly...

Would you recommend Market Dojo?

"I would 100% recommend it to anyone else in our company."

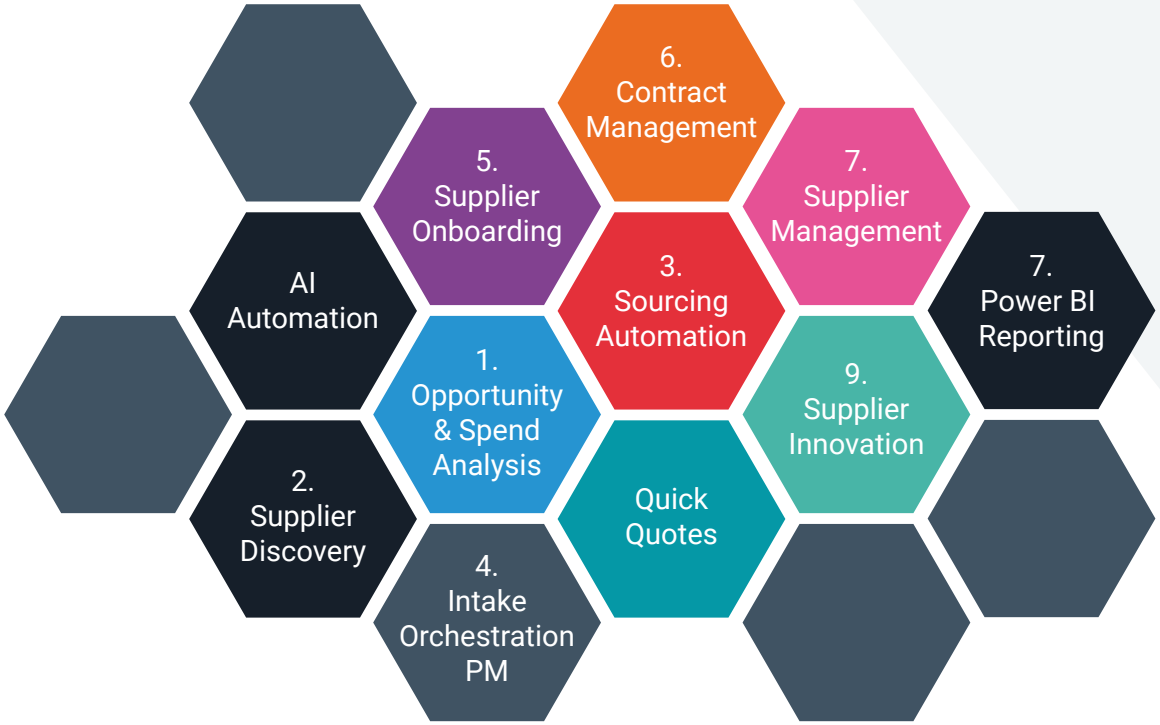
"I honestly don't know how I would have done the tender process by myself. Putting together any kind of spreadsheet or any kind of platform would not only have been cumbersome but extremely time consuming, and that's time I don't have."

Senior furniture consultant
SENIOR FURNITURE CONSULTANT, THE FURNITURE PRACTICE

Take Sourcing to the next level

Simple steps to connected, automated strategic sourcing

1. **Evaluate your sourcing strategy** to define market risk and opportunity with MD Opportunity Analysis
2. **Access competitive markets** with MD's integrated best-of-breed partner marketplace for Supplier Discovery
3. **Rapidly Go-To-Market**, ensure the best price and drive adoption. Leverage intuitive AI driven RFx, eAuctions and Quick Quotes with MD Sourcing
4. **Centralise procurement requests**, orchestrate workflows and manage intake to ensure alignment and efficiency that coordinates efforts to meet strategic goals
5. **Seamlessly onboard suppliers** fast to accelerate time to value and robustly screen for compliance and ESG with MD Supplier Onboarding
6. **Effortlessly manage your contract lifecycles**, align policy and ensure opportunity value is not missed with MD Contract Management
7. **Centralise and maintain data integrity**, track supplier performance and risk whilst ensuring resilience, diversity and ESG success with MD Supplier Management
8. **Evaluate savings and performance**, leverage predictive analytics and powerful actionable data to make smarter, faster decisions with MD BI Reporting
9. **Collaborate to innovate**, refine, enhance and respond to the ever-changing markets with MD Supplier Innovation



Market Dojo

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About Market Dojo

Market Dojo's on-demand autonomous strategic sourcing software and exemplary customer support, rapidly evolve Procurement from reactive back office function to proactive strategic resource. Built by industry experts, our agile, best-of-breed solutions are easy to implement, intuitive, deliver immediate value and are accessibly priced.

Trusted by the world's leading brands, we help Procurement and Finance teams of all sizes to focus on value creation, connected relationships and strategic influence rather than traditional inefficient sourcing, supplier and finance management processes of the past.

We streamline, digitise and automate to provide centralised data and powerful insights to mitigate risk, control cost and drive smarter, faster financial decisions.

Sourcing is just one part of the source-to-pay process. Esker's Source-to-Pay suite helps Procurement and Finance leaders streamline procurement processes, enforce policy compliance and improve supplier relationships with increased visibility over the entire buying process.

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