

Construction

United Kingdom

A global engineering firm put purchase requests from every office on one approval path

An engineering enterprise with offices and project sites in Europe and Asia replaced location-specific purchasing with one purchase request and approval process, visible from request to order.



AT A GLANCE

INDUSTRY

Engineering

REGION

London, with operations across Europe and Asia

SIZE

Multiple offices and project locations

PREVIOUSLY

Location-specific purchasing practices

FEATURES USED

Suppliers

Platform

Insight

01 The client

The client is a large global engineering enterprise headquartered in London, with offices, project locations and regional business units across Europe and Asia.

Every office and project buys what it needs to keep work moving. Requesters, approvers and procurement teams sit in different countries, and each region had grown its own way of handling a purchase.

02 The challenge

Purchases were being processed, but each location followed its own practices, with manual coordination and approval steps that differed from place to place. Nobody had a central view of what was being bought.

- Approval processes differed between offices, projects and regions.
- Approvals were delayed while requests were chased by email and phone.
- Different departments raised duplicate requests for the same items.
- Purchase requests were hard to track once submitted.
- Head office had little control over how purchasing was done.

03 What they set up in Asset Infinity

The enterprise centralized purchase requests, approvals and tracking in Asset Infinity's Suppliers feature, with one process for every office, project and business unit.

Suppliers

Purchase requests from every location

Offices and project teams raise purchase requests in one system, so procurement sees every request, wherever it comes from.

Platform

Structured approval steps

Approval stages are configured for each type of purchase, with reminders when an approval waits too long.

Suppliers

From request to purchase order

Approved requests become purchase orders, so each purchase can be followed from request to receipt.

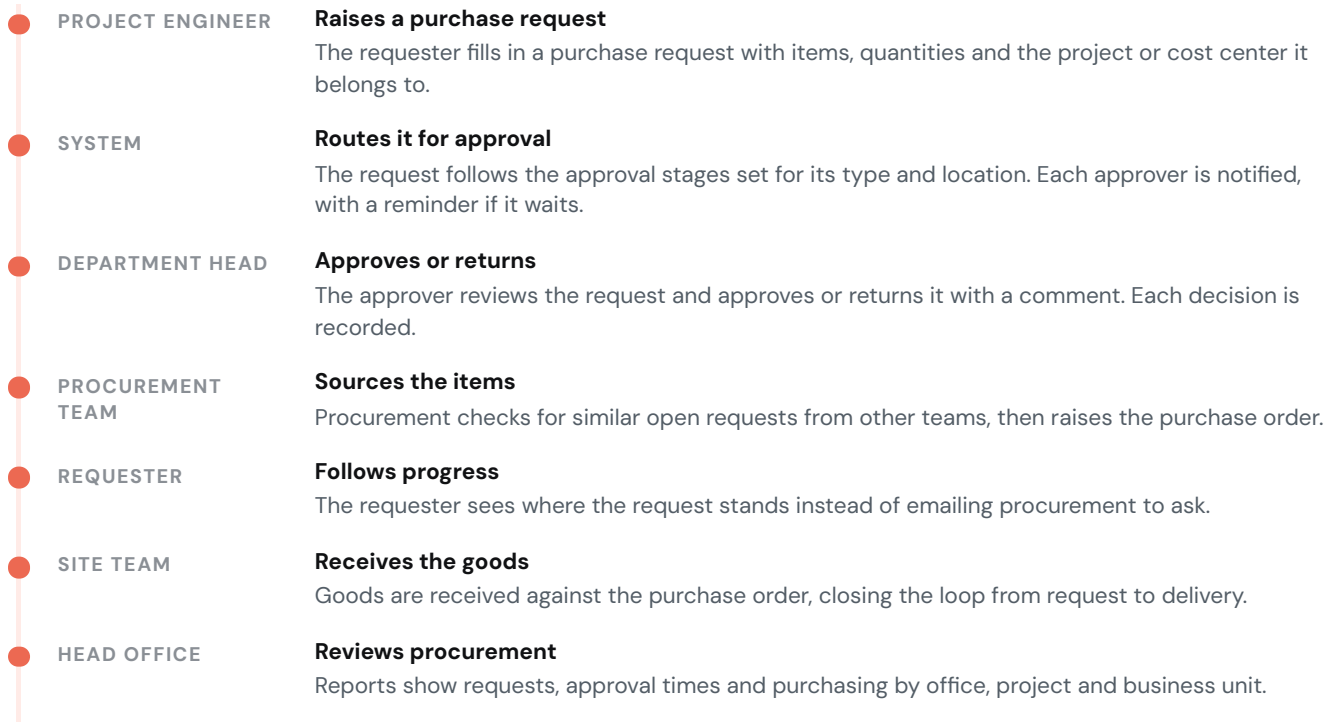
Insight

Central visibility

Dashboards show requests and approval progress by office, project and business unit, and help spot duplicate requests.

04 How it works day to day

Here is how a purchase runs now, from any office or project.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Process	Different in each location	One process for every office and project
Approvals	Inconsistent and slow	Structured stages with reminders
Duplicate requests	Common across departments	Visible and reduced
Tracking	Hard to follow after submission	Status visible from request to receipt
Coordination	Manual, by email and phone	Requesters, approvers and procurement in one system
Central control	Limited	Head office sees all purchasing

06 How it rolled out

1

Regional practices reviewed. The team reviewed regional procurement practices, approval structures and where processes differed.

2

Workflows and approvals configured. Consistent workflows and approval steps were defined for different locations and departments, with central tracking.

3

Regional teams trained. Procurement teams in each region were trained, and workflows were refined for better global coordination.

07 The results

- Purchase requests from every location consolidated in one system
- Faster approvals through structured request workflows
- Fewer duplicate purchase requests across departments and locations
- Clearer visibility into requests, approvals and procurement progress
- Standard procurement process across regional teams and business units

08 Why it worked

One way to buy

Every office and project follows the same request and approval steps, so purchases are handled consistently wherever they start.

Approvals that move

Approvers are notified and reminded, so requests stop waiting in someone's inbox.

Visibility across regions

Head office and procurement see every request, which is how duplicate purchases came to light.

09 Looking ahead

The enterprise moved from location-specific purchasing to one procurement process across its offices and projects. Requesters, approvers and procurement teams now work from the same records.

With every request and approval in one place, head office can see what is being bought, where, and how long approvals take, and adjust the process for all regions at once.

See it on your own assets

A 30-minute demo, set up for a multi-site engineering or project business.

The client's name is withheld for confidentiality. Results are as reported by the client.

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