

Healthcare

Malaysia

A Malaysian healthcare network moved purchase requests from email to tracked approvals

A healthcare network with several hospitals replaced emailed requests, spreadsheets and approval chasing with one purchasing process, from request to purchase order, across all its facilities.



AT A GLANCE

INDUSTRY

Healthcare

REGION

Malaysia, with facilities across Southeast Asia

SIZE

Multiple hospitals and administrative facilities

PREVIOUSLY

Email, spreadsheets, manual follow-ups

FEATURES USED

Suppliers

Platform

Insight

01 The client

The client is a large healthcare network headquartered in Kuala Lumpur, with hospitals and administrative facilities across Southeast Asia.

Hospitals, departments, stores and administrative offices all buy what they need through a central procurement team. Purchasing processes were already defined, but the work of raising, approving and tracking each request was still done by hand.

02 The challenge

Purchase requests arrived by email and lived in spreadsheets. Approvers had to be chased, and requesters could not see where a request stood.

- Requests were submitted manually and tracked in spreadsheets and email.
- Approvals needed repeated follow-ups, which delayed purchases.
- Nobody had a clear view of open requests and their progress.
- Each facility followed the process a little differently.

03 What they set up in Asset Infinity

The network moved purchasing into Asset Infinity's Suppliers feature, with one request form, defined approval stages and purchase orders tracked in one place.

Suppliers

Purchase requests from every facility

Hospitals, departments, stores and administrative offices raise purchase requests in one system instead of by email.

Platform

Approval stages by request type

Approval steps were configured without code for different kinds of purchase request, with reminders when an approval waits too long.

Suppliers

Purchase orders tracked

Approved requests become purchase orders, and their progress is tracked through to receiving.

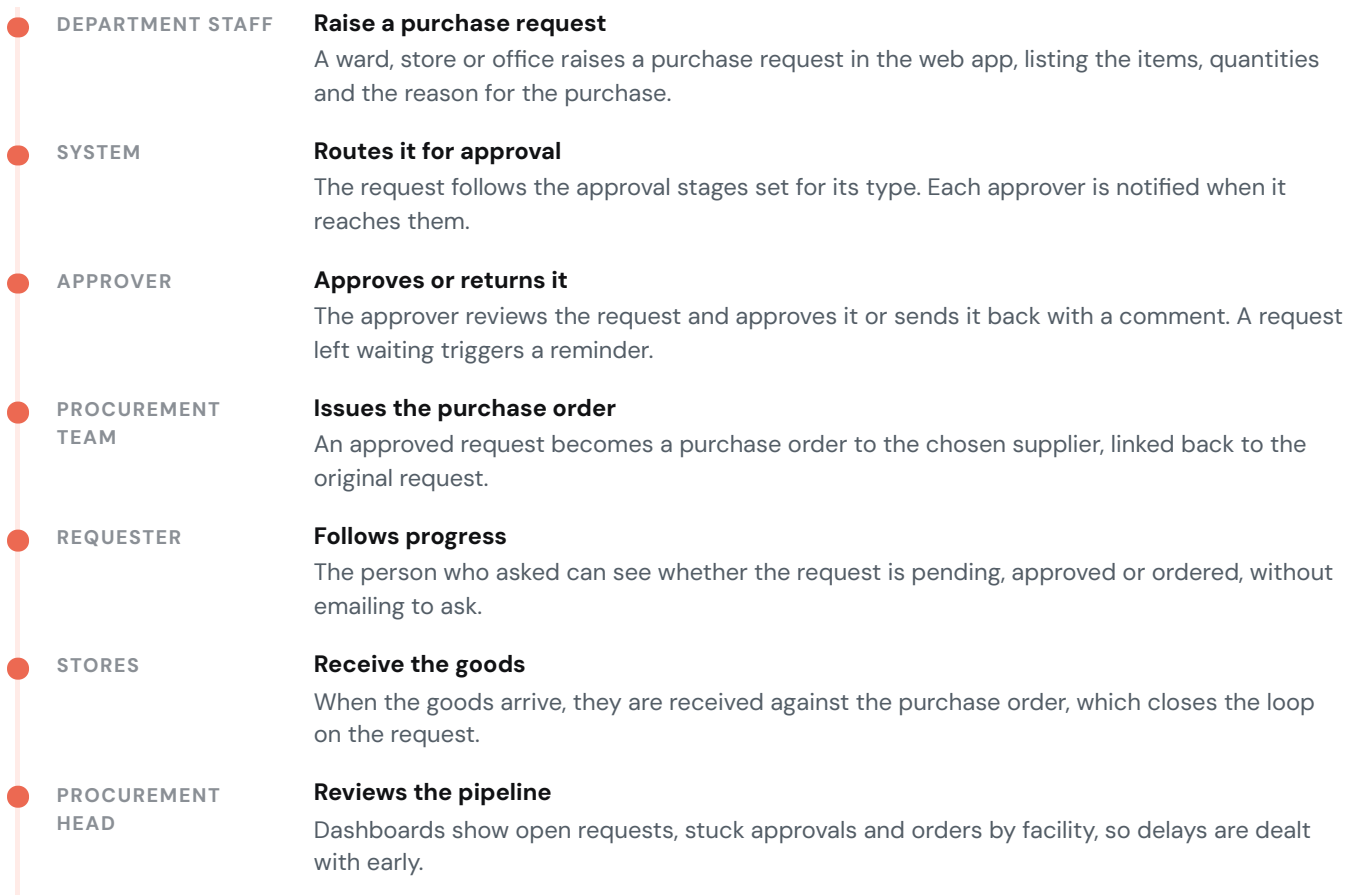
Insight

Procurement in view

Dashboards show open requests, pending approvals and purchase orders across the network, so the procurement team knows what needs attention.

04 How it works day to day

Here is how a purchase now moves from request to order.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Raising a request	Email and manual submissions	One request form for every facility
Tracking	Spreadsheets	Requests and orders tracked in one system
Approvals	Repeated follow-ups and delays	Defined approval stages
Visibility	Limited view of request status	Central view of requests, approvals and orders
Consistency	Processes varied between facilities	One workflow across hospitals and offices

06 How it rolled out

1

Process reviewed. The team reviewed purchasing practices, manual steps, approval delays and visibility gaps.

2

Workflows and approvals configured. Procurement workflows and approval stages were set to match the network's own purchasing rules.

3

Teams trained and supported. Procurement teams were trained, then workflows were monitored and refined as they were used.

07 The results

- Purchase requests from all departments and facilities in one place
- Faster processing through defined approval workflows
- Clear visibility of requests, approvals and procurement progress
- Less spreadsheet tracking and fewer follow-ups
- One purchasing process across hospitals, departments and offices
- Better coordination between requesters, approvers and procurement

08 Why it worked

Existing rules kept

The network already had purchasing rules. Asset Infinity was configured to follow them, so staff learned a new tool, not a new process.

Approvals that move

Defined stages and reminders keep requests moving without anyone chasing approvers by email.

One view for everyone

Requesters, approvers and buyers see the same request, so status questions are answered on screen.

09 Looking ahead

The healthcare network moved from manual procurement to one digital purchasing process across its hospitals, departments and administrative facilities.

Requests, approvals and purchase orders now follow structured workflows. That has cut manual effort, sped up approvals and given the procurement team a clear view of every purchase in progress.

See it on your own assets

A 30-minute demo, set up for a hospital group or health system.

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

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