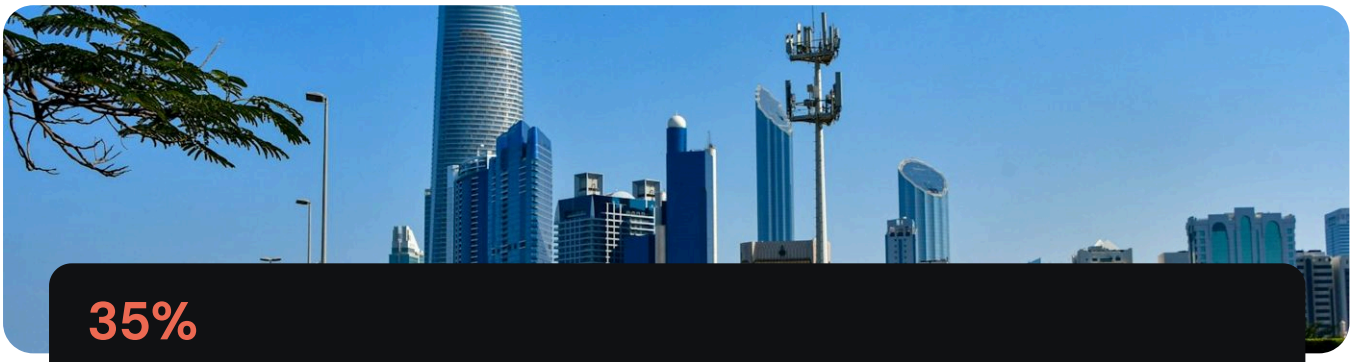
Government & Public Sector · UAE

An Abu Dhabi agency made departmental purchasing 35% more transparent with an audit trail

A government agency in Abu Dhabi put every department's purchases on one recorded path, with each approval, competing quote, order, receipt and vendor invoice kept for review by auditors.



35%
better procurement transparency

AT A GLANCE

INDUSTRY
Government

REGION
Abu Dhabi, UAE

BUYING
Central procurement for many departments

PREVIOUSLY
No central purchase system

FEATURES USED
Suppliers · Platform

01 The client

The client is a large public sector organization headquartered in Abu Dhabi, with departments and service units across several administrative offices and a central procurement function.

Departments buy office equipment, supplies and maintenance services from outside vendors. As a public body, the agency must be able to show who approved each purchase, which vendors were asked to quote, and why one was chosen.

02 The challenge

Purchase requests moved between departments and procurement on paper and by email. Approvals were delayed, the process was hard to follow, and showing an auditor the full story of a purchase meant gathering papers from several offices.

- Approvals were slow and recorded in different ways by each department.
- There was no single place to see where a request stood.
- Quotes and the reasons for choosing a vendor were not kept with the purchase.
- Departmental planning suffered from procurement delays.
- Accountability for each step was hard to prove.

03 What they set up in Asset Infinity

The agency ran departmental purchasing in Asset Infinity's Suppliers feature, with approval steps per department and an audit trail on every record.

Suppliers

Requests by purchase category

Departments raise requests under categories such as office equipment, supplies and maintenance services, each with its own required details.

Platform

Department approval chains

Each department's requests pass through its configured approvers, with reminders, and the audit trail records who approved what and when.

Suppliers

Competing quotes kept together

Procurement issues RFQs, records every vendor's quote side by side, and notes the reason for the choice on the purchase.

Suppliers

Vendor contracts and spend

Service contracts are recorded with their terms and expiry dates, and spend by vendor and department is reported for review.

04 How it works day to day

Here is the path of one department's request for an annual lift maintenance service.

DEPARTMENT OFFICER

Submits the request

The officer chooses the maintenance services category, describes the scope and the building, and submits the request.

DEPARTMENT APPROVERS

Approve in turn

The section head and then the department director approve. Each decision is time-stamped in the audit trail, and reminders keep it moving.

PROCUREMENT OFFICER

Invites vendors to quote

Procurement sends an RFQ to registered lift maintenance vendors and records each quote as it comes in.

PROCUREMENT COMMITTEE

Records the choice

The quotes are compared side by side, and the reason for selecting a vendor is written on the purchase.

PROCUREMENT OFFICER

Issues the order and contract

A purchase order goes to the chosen vendor, and the service contract is recorded with its start and expiry dates.

FINANCE OFFICER

Matches the invoice

Each vendor invoice is entered against the order and the service received before payment.

INTERNAL AUDITOR

Reviews the record

The auditor opens the purchase and sees the request, approvals, quotes, choice, order and invoice in one place.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Approvals	Delayed, recorded differently by each department	Configured approval chains with an audit trail
Visibility	Hard to see where a request stood	Status of every purchase in one place
Vendor choice	Quotes and reasons kept elsewhere, if at all	All quotes and the reason kept with the purchase
Planning	Disrupted by procurement delays	Departments plan with clear status
Accountability	Hard to prove who did what	Every step on record

06 How it rolled out

1

Purchasing assessed. The team reviewed how each department bought and where approvals and records were lost.

2

Categories and approvals set. Legacy purchase records were moved in, with purchase categories, department approval rules and workflows for each sourcing function.

3

Support plan agreed. Regular system reviews and monitoring were set up to keep improving the process.

07 The results

- Purchases are tracked centrally across departments and procurement teams.
- Sourcing is planned with clear visibility of each purchase.
- Stronger control over requests, approvals and orders.
- Less follow-up on pending approvals.
- Clearer accountability for each department's purchases.

08 Why it worked

The record explains itself

Approvals, quotes and the reason for a choice live on the purchase, so it can be reviewed without reconstructing it.

Each department's own rules

Approval chains were configured per department without code, matching how the agency already delegates authority.

Contracts in view

Recording service contracts with expiry dates lets procurement plan renewals in good time.

09 Looking ahead

With every approval, quote and decision recorded on the purchase itself, the agency can show how each item was bought, and procurement transparency improved by 35%.

Departments now plan their purchases knowing how long each step takes, and auditors review purchases from the record instead of collecting papers from offices.

See it on your own assets

A 30-minute demo, set up for a government agency or public body.

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

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