Relish Data Assure Enables Better Business Processes at QTS

"We are experiencing faster and more accurate supplier onboarding with Relish Data Assure. Our 50-minute supplier data validation process has been reduced to two minutes and now we can focus on more strategic supplier management projects."

Krissti Turpeau, Former Senior Manager Procurement with QTS

Challenges

Mitigating supplier risk is a top priority at QTS, which used to mean manual supplier data validation of 337 suppliers each year. Validating this supplier data, with multiple resources, would take about 50 minutes, not including banking information validation. The lack of standard connectors for third-party validation forced QTS to manually locate and manipulate data, wasting resources and opening the door to fraud risk. Validation of the tax id number was the most challenging task as there was no way to easily confirm if the W9 provided was accurate.

Solution

While at Workday Rising, QTS had the goal to identify enhancements to Workday Strategic Sourcing to better integrate and optimize the solution with a focus on supplier data validation. QTS needed a way to expedite their supplier onboarding process without compromising the quality of their critical supplier data. To enhance their current practices and policies, the team was able to quickly and seamlessly integrate Relish Data Assure with their Workday Strategic Sourcing solution to meet their needs of:

- Full integration into Workday, no separate UIs

- Automated supplier data validation, no additional steps to find the data and manually verify the information

- Eliminate supplier data errors and ensure compliance

- Provide a faster supplier onboarding to meet project timelines

Outcome

With the automatic validations powered by Data Assure the 50-minute supplier data validation process at QTS now takes two minutes. In the first two months of using Data Assure, QTS has saved 196 staff hours of manual validation, which will be thousands of hours annually. The Supplier Administrator now focuses on more strategic supplier management activities. QTS also has a more robust level of secure validation aiding in preventing supplier fraud.

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