

## **Greenville Utilities**

### **Challenge**

In 2004, Greenville Utilities purchased a BPMS package as a way to allow energy vendors to bid on RFPs in a highly dynamic and time sensitive manner. The requirements for each RFP were such that only particular vendors were authorized to bid. Additionally, each RFP was highly time-sensitive, as the commodities being provided were mission critical to delivering GU's products to its customers. Under these criteria, Greenville Utilities wanted to implement a system whereby they could create, track, and manage their RFPs, as well as provide external vendors the ability to enter and track their own proposals. However, due to personnel turnover, and the resulting lack of product knowledge, the project never moved past the software purchasing stage.

### **Solution**

Modus21 provided comprehensive on-site training for the Metastorm eWork software package. Once the internal development team was trained, Modus21 then provided extensive technical support during the development of a complete bid management system. The internal commodities buyer for Greenville Utilities can now issue RFPs within minutes, and those RFPs are delivered dynamically to the appropriate vendors. Additionally, each vendor is able to securely enter and track their bids on each RFP.

### **Result**

This solution was a success on many fronts. Greenville Utilities can now create and track RFPs in a dynamic manner. The commodities buyer has significantly more capabilities than ever before and has all the necessary information to make appropriate purchasing decisions. Vendors are instantly aware of requests and have the ability to enter and actively monitor their bids. Additionally, via this effort, Greenville Utilities internal development team was able to roll out a stable production solution within 6 weeks while receiving on the job training and mentoring support from Modus21.