



# XMA streamlines IT procurement at the University of Oxford

With an ongoing goal to reduce costs and improve operational efficiencies, the university were looking at how this could be applied to the procurement of their IT products and services. There was also a need to make technology more accessible, particularly during a time where remote working is required.

The University of Oxford is a leading university having been ranked first in the world by the Times Higher Education (THE) World University Rankings for the last five years running. With over 24,000 students, it offers more than 250 postgraduate programmes. Its aim is to provide staff and students with state-of-the-art facilities within an inspiring and historic setting, to improve opportunities for interdisciplinary working, and to do all of this while minimising environmental impact.

Since 2016, XMA have been working alongside the University of Oxford to deliver technology solutions including the supply of Apple technology across its various colleges and departments.

Access to technology is key to their mission around providing staff and students with state-of-the-art facilities. The university has a number of research colleges and according to the 2014 Research Excellence Framework, the official UK-wide assessment of all university research, Oxford has the largest volume of world-leading research in the UK. Most recently, they have been involved with the research and development of a vaccine for the Coronavirus.

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The way in which the university procure IT has therefore always been an important consideration. Procurement challenges included:

- Cost of raising manual Purchase Orders
- Transaction efficiency
- Access to real time pricing
- Access to cost insights
- Ease of access to procurement for approved personnel

XMA worked alongside the university's procurement team, to deliver a solution that would help resolve these challenges and provide a more cost effective and operationally efficient method to procure. Our ecommerce solutions have supported this on many different levels.

## XMA HE Hub

### Supporting frequent procurement across the university

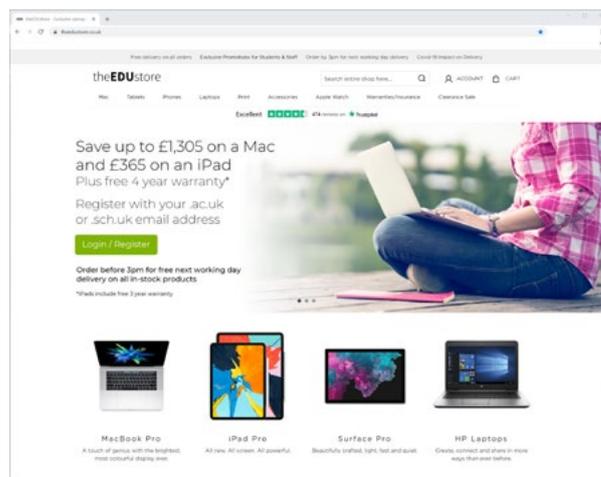
With hundreds of transactions every quarter, the shift to online procurement would reduce the time spent and the cost of procuring. The university were set up with a punch-out system on the XMA HE Hub which seamlessly integrated with their own eProcurement system. This solution was fully customised, built to match the complexity of the university's needs. The benefits include a customer specific homepage and catalogue, tailored dynamic price lists and order approval workflows.

This solution was key in offering purchasing insights. The university are able to generate quick and easy reports around organisational spending. In addition, we are able to provide value through reports that prove our competitive pricing, so the university can have peace of mind that they are getting the best price in the market at time of purchase.

### Remote teaching and learning

An unavoidable shift to remote working introduced new procurement challenges. Students and faculty required access to technology to ensure teaching and learning could continue off campus during the Coronavirus pandemic. XMA were able to ensure the university could make a simple switch to home deliveries, ensuring faculty access to the tools they need to work from home efficiently, and above all, safely. A solution was also provided to allow faculty to make purchases remotely themselves from a pre-approved catalogue, with approval workflows still in play.

*The pandemic saw a huge surge in demand for mobile devices, which proved challenging in obtaining access to stock. As an Apple Authorised Education Specialist, the university could feel at ease that we could deliver devices as required.*



## theEDUstore

theEDUstore was also available for students to purchase Apple technology and accessories while studying remotely, at special education pricing and with contact free deliveries.

*“XMA have worked closely with the University to tailor supply and reporting in line with our requirements. This has allowed us to easily and regularly measure XMA against their competitors. This level of collaboration also meant we were able to put secure processes in place for home delivery to remote workers during lockdown.”*

**Purchasing Manager, University Purchasing Department**



## Our Transformation Journey

XMA and the University of Oxford have been on a transformational journey together. All aspects of moving to an online procurement solution have been collaborative. The university were able to trust our abilities in making this change due to years of maintaining a strong relationship and always going the extra mile. By engaging with our dedicated ecommerce team, we were able to exhibit our knowledge and value around eProcurement to the university and work together to implement the right custom solution for them.

As we look to the future, we will continue to collaborate with the university on projects to support enhanced IT procurement through the use of dedicated portals and solutions.

## Using Apple technology at the University of Oxford

The University of Oxford are an extensive user of Apple technology. iPad and Mac helps support various departments technology needs, including those within critical research departments. The use of Apple technology also supports the university's aim to provide state-of-the-art facilities, while minimising environmental impact. Apple is carbon neutral and their mission is to soon be able to build all their products with clean energy and no carbon footprint. This dedication to the planet means we at XMA can offer customers the option to trade in their old devices through our BuyBack scheme to be recycled in exchange for credit toward their next purchase.

**If you'd like to discuss revolutionising your IT procurement, please get in touch.**

email: [hesales@xma.co.uk](mailto:hesales@xma.co.uk)

phone: **01727 201860**

## About XMA

Our purpose is simple. To deliver IT solutions which enable customers to evolve and transform the way they work. We understand that sourcing IT can become a time-consuming process, and that's why we want to make it as easy as possible. We provide a unique online experience that enables time and cost-efficient procurement, tailored to your requirements. Our team of experts are on hand to make sure you, your staff and students have a seamless and efficient online experience.