

CSM Driving Engagement to Maximize Procurement Platform Value

Industry

Manufacturing

Products Implemented

-  JAGGAER One Platform
-  Sourcing
-  Spend Management

Company Highlights

UAE-based real estate and asset management company overseeing residential, commercial, and hospitality projects. The organization plays a key role in supporting urban growth and community development across Dubai.

Business Challenge

The client had already implemented a full-featured procurement platform yet struggled with low engagement levels and uneven usage across departments. Manual processes persisted, and limited visibility into performance metrics hindered strategic decision-making. The priority was to increase adoption, improve user experience, and fully realize the platform's value

Approach to Solve

- Conducted in-depth usage analysis and stakeholder surveys to identify adoption barriers
- Rolled out targeted enablement programs with tailored workshops
- Introduced standard analytics dashboards to track usage and support data-driven decisions
- Delivered quick wins to streamline workflows and demonstrate immediate value

Solution

- Rolled out enablement plan, including identifying SMEs across modules, grant JAGGAER university access, activating standard JAGGAER Assist & Adopt.
- Introduced enhancements based on direct user feedback multicurrency bidding, validation rules and conditional sections.
- Activated real-time reporting including standard analytics dashboards and datamart reports
- Optimized key workflows to minimize manual processes

Metrics

- **90% improvement** in visibility of procurement activities and performance
- **85% increase** in active user engagement across procurement functions
- **Faster onboarding** of new departments through scalable training materials and support

