Improving User Experience Through JAGGAER's Dedicated CSM

Industry
Transportation

Products Implemented
- JAGGAER One Platform
- Contracts
- Sourcing

Company Highlights
Responsible for managing and maintaining railway infrastructure including tracks, signals, bridges, tunnels and stations. Focused on ensuring the safe and efficient operation of the network while leading in modernization projects such as electrification and capacity upgrades.

Business Challenge
- Low adoption of JAGGAER solutions (Sourcing+, Contracts, Auctions) due to independent decisions made by each rail region regarding platform usage.
- Negative perception of the platform caused by outdated workflow processes and user materials that hadn't been refreshed since implementation.
- Desire to leverage the latest product enhancements and innovations to add more value to the procurement process.

Approach to Solve
- CSM-hosted workshops with each region to identify common pain points and gather feedback.
- CSM analyzed potential solutions, including feature enablement, project work, and new modules.

Solution
- Relaunched the JAGGAER portal with an updated look and feel.
- Introduced new training materials, video guides, and training sessions.
- Streamlined workflows and approval processes to eliminate unnecessary steps and increase flexibility
- Ran a series of roadshows to promote the improvements

Impact Achieved
Significant growth in key metrics YoY (2023/2024):
- **5% increase** in volume of PQQs/ITTs
- **24% increase** in the number of Auctions
- **8% increase** in the number of New Contracts
- Estimated Sourcing savings (Hard/Soft) of **23.5M USD**, over 12 months

"Feedback has been gathered from users from a series of roadshows held across the country, to promote the changes and it has been overwhelmingly positive"

JAGGAER