



Case Study: Fire and Rescue NSW

Quick Implementation; Quick Results



Fire & Rescue NSW's purpose is to enhance community safety, quality of life and confidence by minimising the impact of hazards and emergency incidents on the people, environment and economy of New South Wales.

Lost in Paper Process

In 2013 Fire & Rescue NSW (FRNSW) faced a number of challenges in the Procurement and Contract Management space. Paper based process, including spreadsheets and disparate data systems, resulted in gaps in process, steps being missed and correct approvals not in place. This amounted to a situation that was frustrating, hard to manage, and difficult to maintain compliance.

With a lack of management reporting came further frustrations; Executives had no clear picture of current commitments, which resulted in a reduced ability to make key intelligence-backed decisions and ensure the public's money was being spent wisely.

Hard to find an answer to all requirements

With NSW Goods and Services Accreditation approaching, FRNSW undertook a full review to update and improve their internal Procurement and Contract Management processes. One key outcome from this review, was the requirement for a system that could manage this end-to-end Procurement and Contract lifecycle.

FRNSW understood they needed a system that would support and enhance their recent hard work in modernising their process, policies and templates.

A market analysis revealed a number of procurement and contract management systems, however these systems typically focused on either Procure 2 Pay, were expensive, or very rigid in their process and could not accommodate FRNSW's specific process requirements.



"All our procurement and contract steps can be built into one system, and that is unique to anything we've seen."

- Guy Tesoriero, Assistant Director Procurement at Fire & Rescue NSW

"We wanted to build a relationship with a supplier and a system that could be tailored to our requirements."

- Guy Tesoriero, Assistant Director Procurement at Fire & Rescue NSW

Progenitor is an end-to-end Procurement and Contract lifecycle

In contrast, Progenitor focuses on delivering fully personalised Procurement & Contract Management lifecycles. Progenitor can be rapidly deployed in a matter of weeks, and can respond to process changes in an agile manner, growing with and supporting customers as they evolve and mature their Procurement and Contract Management practices.

For these reasons, and more, FRNSW selected Progenitor as their Procurement and Contract Management system of choice.

FRNSW were focused on finding a local supplier that would not just install a solution and leave FRNSW to their own devices, but support them in their growth and build an ongoing, mutually beneficial relationship. Single Cell prides itself on its personal engagement with all customers and Progenitor implementations, and are thrilled that FRNSW recognised this as a key to current and future success in their adoption of a system.

Results in 4 weeks

Progenitor has been live at FRNSW since February 2016 and the team is already seeing results.

Basic, but important functionality, such as centralised registers for Procurements, Contracts, Risks, Issues, Milestones and Assessments provide complete visibility and transparency of data. Task and action driven processes have been completely tailored to FRNSW processes to ensure compliance, control and governance.

A future with higher level of Accreditation

Looking to the future, enhanced reporting and analytics across all records and activity will provide FRNSW management with key insights and data to back strategic decisions. With Progenitor in place, FRNSW also expects to achieve a higher level of NSW Goods and Services Accreditation.

The FRNSW Team describes Single Cell's services and support teams as responsive, proactive and always helpful. Certainly the start of a great partnership providing real benefits for NSW Fire & Rescue now and into the future!



single cell
taking you forward

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