



Case Study: NSW Health

Large Organisation; Unique Challenges



NSW Health is responsible for monitoring the performance of the public health system in New South Wales, Australia, particularly through public hospitals. The primary goal of NSW Health is to keep Australian's healthy, which is done by providing the health care that people need, delivering high quality services, and manage health services well.

Challenges of decentralisation

As the third largest procurer in Australia, NSW Health faced unique challenges across their Procurement and Contract Management practice. Without a centralised platform, control and management of contracts and procurement activities was difficult, impacting efficiency and increasing risk and cost to the organisation.

A range of disparate tools were used to manage the vast amount of contracts and procurement activities need to keep 220 hospitals running and 120,000 people

employed, however without a way to distribute best-practice process and monitor adherence to policy, things often slipped through the cracks.

NSW Health was also facing a NSW Goods & Service Accreditation review and without a centralised system could not achieve the level of certification required.

A fresh start

NSW Health explored their options for Procurement & Contract Management software, and found most existing systems appropriate for the scale and complexity they operated on.

In December 2014 NSW Health launched Progenitor, finding it's configurable nature, user friendliness and scaling subscription model to meet their needs. Progenitor was easily configured to align with NSW Health's business model and procurement process,

"Single Cell is a professional, dynamic company. They are experienced, helpful and know their stuff."

- Belinda Hook, Manager Local Procurement & Contracts at NSW Health

"Progenitor helps NSW Health deliver efficiencies through the procurement process by providing a standardised, Health specific compliant platform which is anticipated to deliver significant savings."

- Rodney Lambert, Manager Procurement Policy & Planning at NSW Health

and scaled across the entire state with its unique Departmental segregation and security model – something no other procurement and contract management tool could offer.

NSW Health considers the Single Cell team helpful, dynamic and reliable. Their extensive domain and system knowledge, rich product vision, and knowledge of procurement and contract lifecycle allows them to assist NSW Health in its' state-wide rollout of the tool, with Project, Change, Training and System experts helping NSW Health every step of the way.

Big Results

NSW Health now has a comprehensive, centralised contract register across the entire state, giving unparalleled visibility into commitments, performance and contract spend across its 21 semi-autonomous pillars and local health districts. Procurement and Contract Management policy can now be centrally controlled, updated and reported on.

With Progenitor, NSW Health achieved a level 3B in the NSW Goods & Services Accreditation, the second highest achievable and representing a state of high maturity in procurement and contract management.

Increasing confidence

As they grow in maturity, NSW Health expects to leverage further the features of Progenitor to provide further benefit to the organisation. Assessments, SLAs and KPIs on contracts, process improvement, and full compliance to policy. Working with Progenitor, NSW Health increases confidence in government procurement by delivering better procurement outcomes.



single cell
taking you forward

enquire@singlecell.com.au

[linkedin.com/company/single-cell](https://www.linkedin.com/company/single-cell)

www.singlecell.com.au