

## **How technology is helping the procurement process in a dynamic segment such as co-working spaces?**

CoWrks is a co-working space built for entrepreneurs, freelancers, startups, and even Fortune 500s. It gives a community for a business to grow with. CoWrks is spread across Bangalore, Mumbai, Delhi NCR, Hyderabad and Chennai and in different locations at each city.

The company currently operates 1.5 million sqft of office space across various cities and intends to close FY19 with 2.5 million sqft. As a co-working spaces provider, CoWrks have to provide infrastructure and facilities for companies from different sectors whose need differ from one to another.

Earlier they used to rely on regional vendors and also had a set of 2-3 vendors who could do select multiple cities. They wanted to centralize their sourcing, it would help them regularise the purchases across locations which in turn help streamline products and experience across locations.

Then they chose KOBSTER as their procurement partner for the following reasons.

1. To offer them multiple solutions to their complex requirement
2. To enable Cowrks to bring the whole gambit of purchases under one umbrella
3. To help Cowrks centralize all their sourcing from the platform which reduces the administrative work. They can track their orders online in real time
4. To provide a reliable and dedicated communication channel, handling everything from new product enquiries, and responding to any customer concerns

### **Challenges**

One of the key challenges on procurement for Cowrks is that, it has multiple locations within the same city, in turn, increases the frequency orders. Ensuring Kobster can maintain the product uniformity across locations. Addressing the regional preferences in certain products remained a challenge. Quality Concerns and the requirement for different grades of products based on the location it was being used are also a challenge. Moreover, Budget Control or Cost Cut across locations is a significant challenge.

### **Solution**

Better planning and learning the CoWrk's purchasing pattern helped Kobster predict their orders and work accordingly in the back end. Category Team brokered national level deals with brands for Cowrks Top 20 products which ensured we are able to supply the same across locations. Delhi has their own preference in toiletries, while Chennai has their own taste in tea, we have curated their catalogues as such Users from a city only see and interact with products that concern them.

Quality concerns are dealt with by frequent visits from the Account Manager as well as the dedicated communication that Kobster offer via Relationship Manager. Kobster introduced an intelligent tool within the Elite Portal that learn Cowrks spend across each location and suggest a recommended limit on their monthly spend which can be preset to avoid overspend.

## Route

After Kobster came onboard as Procurement partner, the route taken is as follows, Cowrks User places an order for their monthly consumables via Kobster Elite. And then the designated Approver (within Cowrks ) approves the order which is followed by Kobster in processing the order. Kobster then delivers the order at the respective location. Kobster's account manager visits Cowrks once in a month to share key insights and collect customer feedback.

## Results

Below given is the result of Kobster's partnership with CoWrks:

- Uniform Catalogue: Cowrks get the best pricing and experience due to Kobster providing a uniform catalogue across locations.
- Critical Insights from Expense Reports.
- Reduce Administrative cost by providing a tool to make all their purchases online bringing the time spend on procurement down.
- Live Tracking Facility on the portal enables Cowrks to have a smooth delivery experience.
- RMs ensures that the users are aware of any last minute changes with regard to their orders.
- Kobster Elite and RMs provide a synergised delivery experience which is unprecedented in this space.

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