

esm PURCHASE



CUSTOMER SUCCESS

Joliet Junior College connects people to the resources they need

With ESM Purchase, JCC tracks spend, reduces costs, and delivers better service across its education community



Not that long ago, Joliet Junior College was spending thousands of dollars a year simply to process purchase orders.

Back then, the purchasing department required six paper copies of each PO, which had to be distributed across six different campuses. Roxanne Venegas, JJC's purchasing manager, estimates the college was spending at least \$85 to process each order.

JJC partnered with ESM to transform how purchasing happened. Together, they streamlined processes, added an online marketplace to make shopping with preferred vendors easier, and instituted better ways to control and expand the college's P-card spend.

Today, with ESM Purchase, a cloud-based procurement solution from ESM, JCC can direct buyers across the college to negotiated contracts with preferred vendors. Purchase orders that once took seven days to process are completed in minutes, reducing costs by 75 percent.



An online marketplace provides users across campuses with a more consumer-friendly experience

Since their rollout of ESM Purchase in 2016, the college has continued to realize benefits. The cloud-based solution makes it easy for Roxanne to track spend, flag any potential problems, and uncover new opportunities to save. “The ESM solution has made our processes so much more efficient,” Roxanne reports. “Things are happening faster, and more accurately—and that allows us to do a lot more.”

An online marketplace for easier shopping

ESM's online marketplace provides users across campuses with a more consumer-friendly experience. Users can easily compare catalog items and pricing from negotiated contracts with JJC-approved vendors and track the status of their orders more transparently. Purchases are automatically routed through proper approval channels. “Approvers are telling us that it’s making things easier for them,” Roxanne said. “It’s giving them real peace of mind that they didn’t miss anything.” Approvers can also easily sign off on orders on the go with their smartphones or tablets.

P-Card programs that boost rebates

JJC wanted to expand its P-card use to improve procurement efficiencies and generate a source of funding that they could put back into academic programs. With ESM Purchase, P-card purchases can be monitored and controlled to ensure that every charge is valid. “We have policies and rules in place, but this gives us the visibility we need even before purchases are made,” Roxanne said. In any given year, JJC earns \$18,000 to \$35,000 in rebates which they can use for unbudgeted spend.

PunchOut catalogs for comparison shopping

PunchOut catalog capabilities in ESM Purchase have helped JJC deliver a broader range of goods and services to its campus community. Many of JJC's suppliers participate in consortium contracts. With synchronized, real-time PunchOut catalogs, JJC can monitor spend easily against even multi-entity contracts.

Search capabilities across catalogs was especially helpful during the early days of the pandemic when schools across the country closed in the spring of 2020. “We were able to search across all of our vendor catalogs easily for very hard-to-find

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Roxanne Venegas, Purchasing Manager, Joliet Junior College



JJC earned \$35,000 in rebates, directing those dollars to unbudgeted spend

items like hand sanitizer and disposable gloves,” Roxanne said. “We could see a little snippet of what that supplier had to offer and compare pricing easily. That gave me a much better ability to see who had something in stock at a reasonable price. It saved me hours of work,” she said.

Users also can choose to add their Amazon Business account to the marketplace. “When we found out there was an opportunity to add Amazon at no extra cost as a punchout catalog, we jumped at the opportunity,” Roxanne said. “We can approve P-card purchases before the order is released to Amazon. Now we can either approve the order or go back to the buyer with suggestions for another approved vendor,” she said.

Easy integration for better insight

ESM Purchase is fully integrated with Ellucian Colleague, JJC’s ERP system. That vendor supported integration is a vital part of JJC’s spend management processes and ensures that all data is accurately captured in the finance system of record to verify account numbers and confirm available funds. “We rely on that single version of the truth; up-to-date data is always to budget holders.”

For JCC, the move to ESM has been worth it. “I would encourage anyone looking for a new procurement system to take a look at ESM,” Roxanne said. JJC is delivering better service, directing spend where it needs to go, and getting a more holistic view of procurement activities.

“The reporting feature has helped me tremendously,” Roxanne said. “I can create my own reports without IT. I can run a report to see our most active vendors and determine who should be removed. I can answer an FOIA request in a matter of minutes instead of hours. And because it captures all of our expenditures, I can see where there might be room to save some money,” she added.

“It really is just a good product for us. It caters to just about all of our needs.”

“We were able to search across all of our vendor catalogs easily for very hard-to-find janitorial and PPE items.”

Roxanne Venegas, Purchasing Manager, Joliet Junior College

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how to connect people to the
resources they need?**

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