



CASE  
STUDIES

# Thomas Cook travels to next level of supplier management with Wax Digital



Thomas  
Cook



WAX DIGITAL

web<sup>3</sup>

Thomas Cook is one of the world's leading leisure travel groups. Looking to improve management of its supplier relationships across Europe, Thomas Cook turned to **web3** eSourcing, part of the **web3 Source to Contract** solution, to streamline its tender processes, improve collaboration and help generate cost reductions in core spend categories.

Thomas Cook was keen to embrace technology to aid procurement best practice. As part of a group wide scheme to find ways of working across the business more effectively, the procurement team was also keen to maintain a single view of procurement activity across Belgium, France, Holland, and the UK.


## Proof of concept

After searching for an intuitive, easy to use system which could support multiple currencies and languages Thomas Cook trialled **Wax Digital web3** eSourcing to run an eTender event as a proof of concept.

A highly successful event confirmed the ease at which electronic tenders and auctions can be carried out and demonstrated how **web3** eSourcing would enable better management of supplier data and supplier relationships through an easily accessible, highly intuitive cloud based platform.

## International roll-out

**Wax Digital web3** eSourcing was rapidly rolled out in the UK and Belgium and while running eTender events was something Thomas Cook was keen to extend across many spend categories, the most immediate benefit that **web3** eSourcing delivered was a means to standardise the tender process and automate large parts of it.



"The ease of use and functionality offered by cloud-based **web3** eSourcing has given us a way to accurately share buying information in real-time, and improved lines of communication, compliance and transparency between us and our suppliers."

**Sam Warden**  
Head of Procurement & Property  
Thomas Cook



## Revolutionising the tender process

Wax Digital web3 eSourcing is now the tool of choice for Thomas Cook buyers. It has supported in creating an improved, open and transparent process for suppliers and made it simple to create and store multiple tender types, including Invitation to Tender (ITT), Request for Information (RFI), Request for Proposal (RFP) Auctions and Pre-Qualification Questionnaire (PQQ). Evaluation of suppliers is then simplified as publishing, scoring and reviewing responses and awards is automated, delivering significant time and efficiency savings.

The project management functionality enabled by web3 eSourcing has allowed all users to plan their buying activities so that all related information is stored in one place, helping to improve communication between the project teams and suppliers.

While many of the project teams have a preferred suppliers list, web3 eSourcing has helped widen the net to introduce Thomas Cook to new entrants in the market. This enables buyers to benchmark the market without having to add suppliers first.

"web3 eSourcing has revolutionised our tendering processes, and we now have a far more efficient and formalised process in place. Issuing our terms and conditions to our suppliers at the tender stage saves time compared to having to resolve issues later in our process. The system's ease of use means that we have been able to get up and running and onboard with our suppliers quickly."

**Sam Warden**  
Head of Procurement & Property  
Thomas Cook



# Thomas Cook

## Seven figure savings

Thomas Cook uses the eAuction functionality offered by web3 eSourcing for a range of spend categories including stationery, furniture, professional services, marketing and IT and has achieved significant savings. Across all spend categories Thomas Cook have saved a seven figure sum.

## Benefits at a glance

- » A seven figure sum saved across a range of spend categories
- » Tender process standardised across parts of Europe, creating a single transparent view of activities
- » Real-time collaboration with a large number of supplier users of the system, improving communication, compliance and transparency
- » Existing supplier base easily benchmarked with new providers to manage performance and cost
- » Automated evaluation of supplier responses, delivering significant time and efficiency savings

## WAX DIGITAL

Grafton House, Grafton Street, Hyde, Cheshire SK14 2AX  
Tel: +44 (0)161 367 8375 Fax: +44 (0)161 367 8379  
Email: [info@waxdigital.com](mailto:info@waxdigital.com) [www.waxdigital.com](http://www.waxdigital.com)

Wax Digital delivers the web's favourite integrated Source to Pay solution to savings-focused organisations around the world.

© Copyright 2017 Wax Digital Ltd. All rights reserved.

The information contained in this document is general in nature and provided as reference material only. This document is furnished as is without warranty of any kind. Specifications are subject to change without notice. Wax Digital web3 and the Wax Digital logo are trademarks or registered trademarks of Wax Digital Ltd. All other trademarks, marked and not marked are the property of their respective owners.