



SUCCESS STORY DEEP DIVE

Progility deliver operational efficiencies through digital transformation

With a vendor network spanning 65+ locations across 35 countries, Progility is well-equipped to manage diverse logistics needs.

By sourcing primarily OEM parts and operating in the same time zones as their vendors, Progility ensures rapid response times, accurate data, and same-day shipping for in-stock items.

Previously reliant on more manual processes, Progility recognised the strategic advantage of modernising their operations through cloud-based solutions to simplify shipping processes and improve data accessibility.

They aimed to enhance transparency across their global operations, ensuring staff had real-time data at their fingertips.

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iCatalyst's understanding of our challenges and their ability to integrate cutting-edge technology into our processes made them a perfect fit.

MODERNISATION ON A GLOBAL SCALE

Already leveraging Microsoft Dynamics 365 Sales App, Progility partnered with iCatalyst to execute their vision for digital transformation.

iCatalyst's expertise in Microsoft Business Applications enabled Progility to introduce incremental enhancements, including optimised data management, expanded CRM functionality, and a supplier engagement portal.

"We had a clear vision for where we wanted the organisation to go and recognised the critical role modern technology could play in achieving operational excellence. Partnering with iCatalyst allowed us to not only address immediate challenges but also to lay the technological foundations necessary for executing our long-term strategy, supporting growth, and ensuring continued investment in innovation and efficiency," said Broe Coppin, Managing Director at Progility Global.

KEY ENHANCEMENTS

- 1. PO Confirmation Portal:** An external-facing portal streamlined vendor communication, enabling real-time confirmation of delivery dates via automated emails. This replaced manual follow-ups and significantly enhanced delivery transparency and efficiency.
- 2. Goods Receipt Tracking:** Digitised processes for tracking part-orders improved shipment accuracy and workforce efficiency.
- 3. Approvals Accelerator:** A customised workflow automated opportunity approval, delivering visibility and control over hundreds of monthly approvals.

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PARTNERING WITH SEASONED EXPERTS

Progility values iCatalyst's collaborative, ongoing partnership approach.

Their incremental implementation strategy has delivered regular operational efficiencies, while allowing Progility to demonstrate ROI and identify new opportunities for optimisation.

"Delivering on commitments is at the heart of our business. For us, finding a partner who shared our values and could deliver innovative solutions tailored to our needs was crucial.

iCatalyst's understanding of our challenges and their ability to integrate cutting-edge technology into our processes made them a perfect fit," said Coppin.

"Throughout this transformation, iCatalyst has consistently demonstrated a deep understanding of our business needs and a commitment to our success. Their solutions have not only streamlined operations but have also empowered our team to focus on delivering greater value to our customers. This partnership exemplifies how technology can enhance both efficiency and service," Coppin concluded.

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SOLUTIONS AND SERVICES DELIVERED:

- Microsoft Power Platform (Power Pages, Power Automate, Canvas Power App)
- Integration with Microsoft Dynamics 365 Sales App
- iCatalyst Approvals Accelerator
- Solution Architecture and Project Management Services



FEATURED CUSTOMER – PROGILITY GLOBAL

Progility Global, a leading full-service procurement organisation, excels in providing fast, flexible, and cost-effective solutions for complex purchasing needs.

Serving large resource and energy companies, Progility's global reach and strategic partnerships enable them to deliver tailored solutions with unmatched agility and efficiency.

For more information, visit progility.com.

Contact our team today.

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iCatalyst