



Phase is a company that are interested in the wellbeing of its customers, they take an interest in what they do and do not see them as just another figure for their sales targets

P3 Charity

## Phase System Leads to P3 Charity Savings

Every charity has to be cost-conscious and P3 is no different. The charity has more than 30 years experience providing services and creating opportunities for vulnerable and disadvantaged people. Fund-raising is not easy for any charity in a very competitive climate, so when buying goods or services, keeping costs down is of paramount importance. P3 employs over 160 staff in 26 bases across the UK, and office supplies are a big expense.

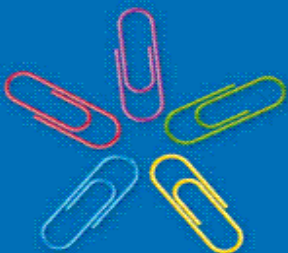
In 2005, P3 looked at the acquisition of its office supplies, and Phase were selected after going through a tendering process. One of the problems with the previous system was each office had its own catalogue and ordered goods individually. This meant it was difficult to control what items were being purchased and by whom.

Peter Harte, a Director of Phase, manages the P3 account, working closely with the charity's team. As part of the Phase service, P3's needs were analysed, and a core list of products identified as being essential to the operation. Staff at each of the charity's bases no longer order from a catalogue, but from this core list. Orders for other items can be placed, but not without the authority of P3's finance department. The core list is

reviewed regularly to make future purchasing as efficient as possible.

Orders are processed centrally by the finance department using the Phase online ordering system, and deliveries made to the individual bases or offices. This saves the need for any costly internal distribution by P3. Having the 'core list' system means the charity's prices can be more competitive, and administrative savings have also been made. In the past, anything between 20 - 50 invoices had to be processed each month. Now with Phase, the charity receives only one monthly invoice which has saved administration time, as well as a reduction in the amount of paper used in the invoice processing.

P3 enjoys a close working relationship with not just Peter Harte, but all the Phase team. They describe the relationship as efficient and friendly, and Phase as "small enough to care". With the size of the P3 operation, problems do crop up from time to time, but Phase always deal with these immediately. Phase is quick to admit if a mistake is made and even faster to rectify it!



Are you Phase AWARE?

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Working in Partnership

Advice

Resources

Experience the Difference

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