

Public Company of Basic Sanitation



Electronic Floor is a reference in quality, transparency and security

The Webfeel solution, of Dimension Data, monitors in real time the performance of the electronic auctions promoted and has already led to a savings of R\$ 100 thousand in one of the transactions

Industry

Public Company of Basic Sanitation

Region

Americas - Brazil

Challenge

Monitors the electronic reverse auctions becoming making it more secure and transparent.

Solution

Webfeel

Benefits

- ▲ Accurate detection of failures
- ▲ Economy
- ▲ Fairness of an outsourced company to confirm the occurrence of failures by means of technical criteria

Executive Summary

Today the public Company is considered to be one of the largest and most efficient companies of sanitation in the world. The Company has a history of being pioneering in electronic purchasing, which has led to it gaining countless awards and important results. Owing to this maturity, it has taken another step forward by investing in an unprecedented solution of monitoring electronic reverse auctions. With the *webfeel* solution, of Dimension Data Brazil - world leader in supplying and managing the infrastructure of IT services and solutions -, the Company has managed to ensure an audit of processes which foresees possible failures of performance and availability on the site, making it more secure and transparent.

The Challenge

In order to make the site more secure and transparent, managing to ensure an audit of processes, foreseeing possible failures of performance, an unprecedented solution of monitoring electronic reverse auctions was used.

Solution Supplied

The service furnished to the Company was the *webfeel* which contributed to understanding and addressing possible difficulties, for example, in the case of a bidder trying to make an electronic bid in an auction and finding the website unavailable or very slow, preventing him/her from executing the operation. The impaired bidder can enter with an administrative appeal which will be judged by the Company. Emerson Murakami, technology director of Dimension Data Brazil states that "until the contracting of the *webfeel*

there was on exempt information organized in a structured manner which ensured the transparency and fairness of the process. Instead there was a series of evidence which could be used", he adds.

The Benefits

The Dimension Data solution has helped to reinforce the motto of the company of transparency, security and credibility by showing all the auction process step by step. Before, in order to confirm possible failures in the system during a negotiation, the Company based itself on internal information. It was seen if all the participants were online at the moment at which the claim was recorded. However, it was the view of the Company. Upon contracting Dimension Data, they had the unbiased opinion of an outsourced company, being able to confirm the occurrence of failures by means of technical criteria. If the reports confirm that there really was a problem, the auction is redone. This is what happened during a negotiation for purchasing multifunctional equipment. Upon redoing the auction, because of a proven failure in the reports of the *webfeel*, the Company managed to save approximately R\$ 100 thousand. In the first version of the auction, the last bid had been R\$ 540 thousand. Upon reopening the negotiation, it was closed for R\$ 440 thousand. Since they started functioning in 2003, the auctions have already involved transactions of R\$ 536 million. January thru September of that year, the purchases made by the Company came to a total of R\$ 224 million.