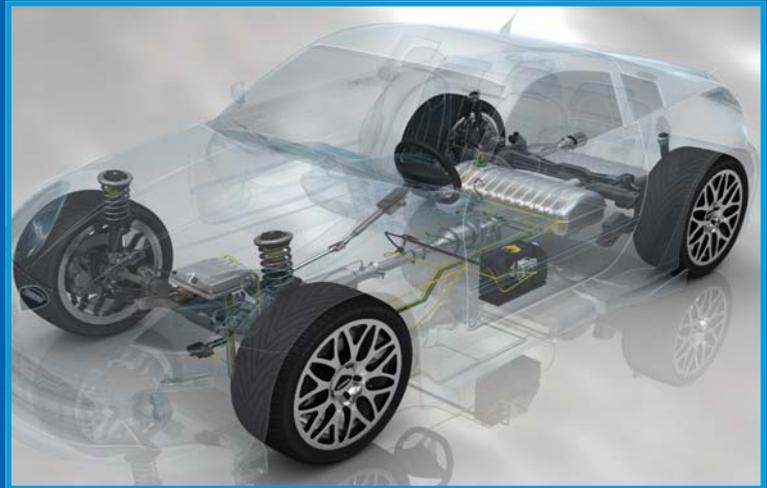


## CASE STUDY



# Tenneco Automotive EMEA increases purchase volumes and price control with the help of Computacenter e-procurement

Greater transparency, improved control and stronger negotiating position



Tenneco Automotive Europe is a market leader in the design, production and distribution of emission control and ride control products for vehicle manufacturers and the aftermarket. The company has 22,000 employees worldwide, including approximately 1,200 in Belgium, and some more than 80 production sites worldwide. The International headquarters is in Brussels. Tenneco was looking for an international external party that could deliver centralised supply and logistics services, standardisation of hardware products and improved price control. After careful selection, Tenneco opted for Computacenter for the purchase of computer hardware.

### Challenge : Centralised global purchasing and control of pricing

As a multinational, Tenneco searches globally for synergies between product suppliers. The purchase conditions need to be attractive for every country, regardless of the volumes per country. Thus the company was working directly with one computer supplier for the supply of hardware products in EMEA. However, Tenneco was looking for improved service and lead time – this latter could sometimes be up to 12 weeks. For a company that does not keep stock and works in a fast-changing sector like the automotive industry, lead time is a critical factor.

To get round this, some production sites had started working with local suppliers for the purchase of hardware. As a result, Tenneco had no overview of the total purchased volumes, meaning that it could not insist on proper pricing from its exclusive computer hardware supplier. Tenneco decided to look for a third party, with global representation, IT expertise and an extensive range of different suppliers, although Tenneco initially opted for the delivery of computer hardware products only. It issued a request for proposals, through which Computacenter was selected.

### Customer agenda

- Access to skilled Resources
- Cost Reduction
- Growth / Business Change

### Solution overview

- E-procurement



“The collaboration with Computacenter is more than just a customer/supplier relationship. It is partly their expertise and the good communication between us that have ensured the success of this project. We have more control over purchase volumes and pricing, and our service provision has progressed in leaps and bounds. In future we plan to extend the e-procurement solution still further.”

**Laurent Bourgeois,**  
Commodity Manager, Global  
Supply Chain Management at  
Tenneco Automotive

### Solution : E-procurement simplifies centralised purchasing

In order to centralise the entire purchasing process and keep it well organised, Computacenter installed an e-procurement solution at Tenneco. In the first phase, 15 countries were involved. The local purchasing managers in the different countries have access via a central IT portal to their own purchasing area. Here they find various product categories (laptops, servers, etc.), with a number of standardised models per category. They also have individual access to certain products depending on their job profile.

Computacenter also has a ‘gold stock’. Depending on the order history and the managed region, certain products are kept permanently in stock. In this way, Computacenter achieves better service provision: some products can even be delivered within three days.

As a result of this positive collaboration, Tenneco also decided to order other IT equipment – such as tablets, servers and networking solutions – via Computacenter. For these suppliers too, Computacenter is a preferred partner, which further simplifies order placement.

### Result : Faster delivery time, better price control and greater internal satisfaction

The partnership with Computacenter has brought various benefits for Tenneco.

For instance, the number of orders has risen remarkably since the installation of the solution. After 12 months, 1608 orders had already been placed.

The standardisation of the product has also simplified technical support. In addition, Tenneco can count on Computacenter’s IT expertise, and Tenneco has greater transparency regarding purchase volumes, giving it a stronger negotiating position where prices are concerned.

What is more, the e-procurement solution enables the company to generate various reports. This provides greater oversight of contractual arrangements and simplifies reporting for the management. Weekly calls between the two companies ensure a high degree of responsiveness, with Computacenter immediately picking up on any problems or on specific requirements and expectations.

Computacenter also configures the hardware of all the machines, by installing the Tenneco ‘image’, before delivery. This enables the IT department to concentrate more on their core business and less on support.

The general result is greater internal satisfaction among purchasing managers at the production sites and at the different IT departments.

### Why Computacenter?

Computacenter was already a preferred partner of Tenneco’s computer hardware supplier, which meant that the switch could take place smoothly. The proposed prices were the same, but Computacenter won out because of its service provision, with products being delivered within ten working days.

Computacenter is also an international player, which ensures the same level of service provision in the different countries. In countries where there is specific customs legislation, Computacenter works with carefully selected local partners, so that there too, Tenneco remains fully informed about purchase volumes.

**To discuss how we can help you make your business sharper, contact us: call 0032 2 704 94 11 or e-mail at [infobelgium@computacenter.com](mailto:infobelgium@computacenter.com).**