



CLIENT STORY

Revolutionising Procurement: 4,900% User Growth with Scalable Innovation

Story snapshot

Our client, a leading UK-based provider of procurement services, connects public sector organisations—such as city councils, fire departments, and police departments—with a diverse range of suppliers. Their platform is designed to manage contracts, budgets, and payments across project lifecycles.

To maintain service quality while scaling operations, the client required a reliable technology partner that could provide consistent quality and adaptability. With a limited permanent workforce and heavy reliance on external vendors, securing long-term technical expertise was crucial.

Amdaris, an Insight company became the client's trusted partner, supporting platform development, security improvements, and scalability. The collaboration resulted in a 4,900% increase in users, with the platform growing from 50 users in 2022 to nearly 2,500 by the end of 2024.

Challenge

To support its growing network of public sector organisations, the client's procurement platform needed to evolve and address several critical challenges:

- **Scalability** – The system had to handle a substantial increase in users and transactions while maintaining performance.
- **Feature Expansion** – Enhancements were required, including new roles, permissions, Single Sign-On (SSO), and security improvements.
- **User Migration** – The platform needed to facilitate a seamless transition for thousands of new users.
- **Security & Compliance** – Handling sensitive procurement data required achieving ISO 27001 certification.

Finding a technology partner capable of addressing these complex needs while maintaining quality and adaptability was imperative.

Amdaris, an Insight company' solution

Amdaris, an Insight company partnered with the client over a three-year period, providing development, quality assurance (QA), product management, and delivery expertise. Despite changes in the client's leadership and competition from other vendors, Amdaris, an Insight company remained a consistent and reliable technology partner.

Key contributions included:

- **Platform Enhancements** – Amdaris, an Insight company played a pivotal role in developing new roles, permissions, SSO, and auditing features to improve security and accessibility.
- **Financial & Procurement Feature Expansion** – The platform was enhanced with new financial capabilities, improving budgeting and payment processes.
- **Seamless User Migration** – Amdaris, an Insight company successfully facilitated a 4,900% increase in users, ensuring a smooth transition from 50 to nearly 2,500 users.
- **Scalability & Performance Optimisation** – The system architecture was improved to accommodate growing transaction volumes.

This comprehensive solution ensured that the client's platform was secure, scalable, and future-proofed for further expansion.



Outcome

The collaboration between Amdaris, an Insight company and the client delivered transformative results, strengthening the platform's performance, security, and usability:

- **Increased Transaction Efficiency** – Procurement processes were significantly accelerated, improving buyer-supplier matching speed.
- **ISO 27001 Certification Achieved** – The enhanced security measures ensured compliance with strict government regulations.
- **Consistent Partnership** – Despite leadership changes within the client's organisation, Amdaris, an Insight company maintained a trusted and stable presence.
- **User Base Growth** – The 4,900% increase in platform users demonstrated high adoption and effectiveness.

These achievements reinforced Amdaris, an Insight company' role as a strategic technology partner, ensuring long-term success for the client's procurement operations.

Why Amdaris, an Insight company

Amdaris, an Insight company provided expertise, scalability, and security, ensuring the platform's growth and reliability. With deep technical knowledge, a future-proof system, and ISO 27001-compliant security, Amdaris, an Insight company remained a trusted partner through organisational changes, delivering a high-performance procurement solution.