

Customer Highlight on...

Terry LaRock



Silicon Valley Bank

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Bellwether
Software LLC

Terry LaRock is the VP Group Manager for Purchasing, Travel and Assets for Silicon Valley Bank, located in Santa Clara, CA. Silicon Valley Bank provides corporate banking and venture capital services.

In the last nine years, Terry has worked for two different companies, and he implemented Purchasing Management eXtra at both of them.

After Terry came to work for Silicon Valley Bank last year, he began installing the Purchasing, Requisitioning, Quotations, Inventory and Receiving modules. Since the entire purchasing process was still on a paper system, he had his work cut out for him. Terry says, “The need was clearly there, and my previous experience with PMX had been a good one.

None of our Purchasing Department’s employees had ever used an automated system, and some had their doubts that the system would deliver what it promised. Because of PMX’s ease of implementation and ease of use, however, they were soon won over. Now, they are all strong users.”

The bank began building its vendor files in December 2002. They are now completely paperless and even have their suppliers set up on an E-mail module, so they can e-mail PO and RFQ documents directly to them in PDF format.

Implementing paperless requisitions

Terry stated, “We researched our environment and found that 95% of the orders came from administra-

tion departments and IT groups. That showed us where to start implementing the Requisitions module. Electronic requisitions now flow through Purchasing, and the requisition approval process is handled automatically by the PMX e-mail approval process. If we find missing information on a requisition or if a requisition has been rejected, we can look back through the electronically visible process and know where to go – no more paper shuffling to see where the requisition is. We really use the Requisition Status Inquiry, the Order History and Requisition History reports.”

Other modules

Terry says the Purchasing Department benefits from all the modules they have purchased. The Quotation module was recently a big help. “Not too long ago,” stated Terry, “our bank was going through a ‘re-branding’ process. We needed to get quotes from a lot of vendors for supplying stationery and envelopes to our thirty-two locations across the United States. The Quotations module was great for receiving quotes from suppliers. One of our buyers observed PMX in action and said, ‘Wow, it really works!’”

Advice to users

If you are ready to implement PMX within your organization, Terry says to start with a small test group to ensure your objectives and commitments are met. “But,” he adds, “even people who have had bad experiences with different software will get on board. PMX will put their fears away in no time because it really does work!” ■