

LAPASAR · CLIENT IMPACT SERIES

# **From Chaos to Control:** **How Two of Malaysia's Largest** **Enterprises Transformed** **Long-Tail Procurement with Lapasar**

*Anonymous Case Studies · Based on Real Implementation Data · 2026*

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**Published by Lapasar Sdn. Bhd.**

[lapasar.com](https://lapasar.com)

Kuala Lumpur, Malaysia · 2026

**OVERVIEW**

## About These Case Studies

The two case studies presented in this document are drawn from real Lapasar client implementations at large Malaysian enterprise organisations. Client names, industry-specific identifiers, and certain operational details have been anonymised at the request of each organisation's procurement and corporate communications teams. All financial figures, efficiency metrics, and operational data reflect actual measured outcomes from live deployments.

Both organisations represent Malaysia's GLC and large-enterprise segment — entities with thousands of employees, complex multi-site operations, established ERP infrastructure, and procurement functions that had managed long-tail spend through partially manual, fragmented processes for years before engaging Lapasar.

Together, these implementations represent more than RM 80 million in cumulative procurement spend managed through the Lapasar platform, involving over 4,000 active suppliers, spanning more than 150 product categories, and touching thousands of procurement users across multiple operational sites.

<p><b>RM 80M+</b> cumulative GMV Across both implementations</p>	<p><b>4,000+</b> active suppliers Onboarded via Lapasar</p>	<p><b>150+</b> categories Managed on platform</p>	<p><b>7 days</b> deployment ERP punchout go-live</p>
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**CASE  
STUDY  
A****National Energy Utility — Enterprise Indirect Procurement Transformation****C  
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P****Organisation Profile**

Large enterprise organisation operating across multiple states in Malaysia with more than 35,000 employees spanning multiple operational and corporate divisions. Annual indirect procurement spend in the hundreds of millions of ringgit across MRO, safety equipment, facilities, consumables, and operational supplies. ERP platform: SAP S/4HANA. Lapasar engagement commenced: Year 1.

## The Challenge

Before implementing Lapasar, the organisation's indirect procurement function operated through a fragmented ecosystem of approved vendor lists, department-level purchasing relationships, and manual purchase order processes that created significant administrative burden without providing adequate spend visibility or compliance assurance.

The procurement team was processing an estimated 3,200 purchase orders per month for indirect categories — a volume that consumed a disproportionate share of procurement staff capacity while each individual transaction remained too low-value to justify deep analysis. Supplier fragmentation was severe: the organisation maintained active relationships with more than 680 indirect suppliers, the majority of whom supplied less than RM 30,000 per year individually. Managing onboarding, compliance verification, and performance monitoring across this supplier base consumed resources that offered minimal strategic return.

Emergency procurement — spot-buying for items not available through approved catalogue channels — accounted for approximately 18% of indirect spend, at an estimated premium of 22% above contracted rates. The combined cost of administrative overhead, emergency purchasing premiums, and supplier management inefficiency represented a significant and largely invisible operational cost.

**Key Pain Points Before Lapasar**

3,200 purchase orders per month processed manually · 680+ active indirect suppliers · 18% of spend via emergency spot-buys at 22% premium · No real-time spend visibility across operational sites · Catalogue coverage estimated at 58% of actual procurement need · Average purchase-to-delivery cycle: 11 working days

## The Implementation

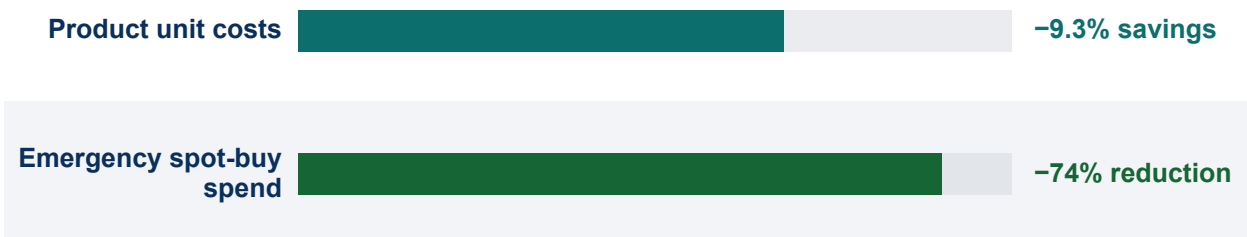
Lapasar was engaged to deploy a fully integrated procurement marketplace with SAP S/4HANA punchout connectivity, replacing fragmented departmental purchasing with a single managed platform covering the organisation's highest-volume indirect categories.

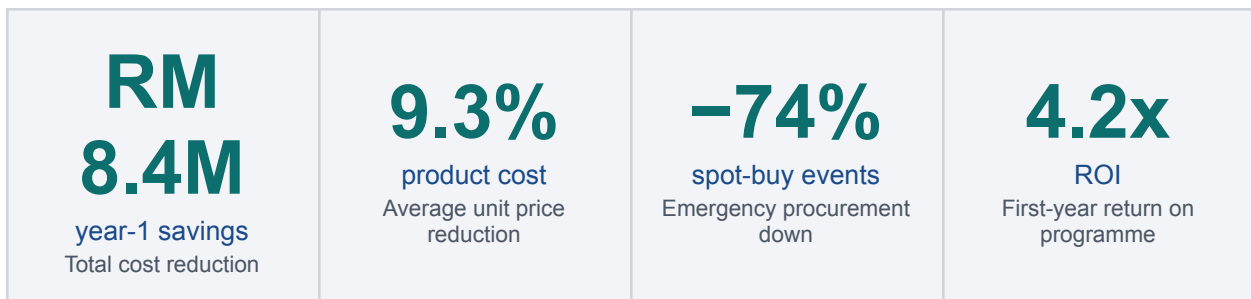
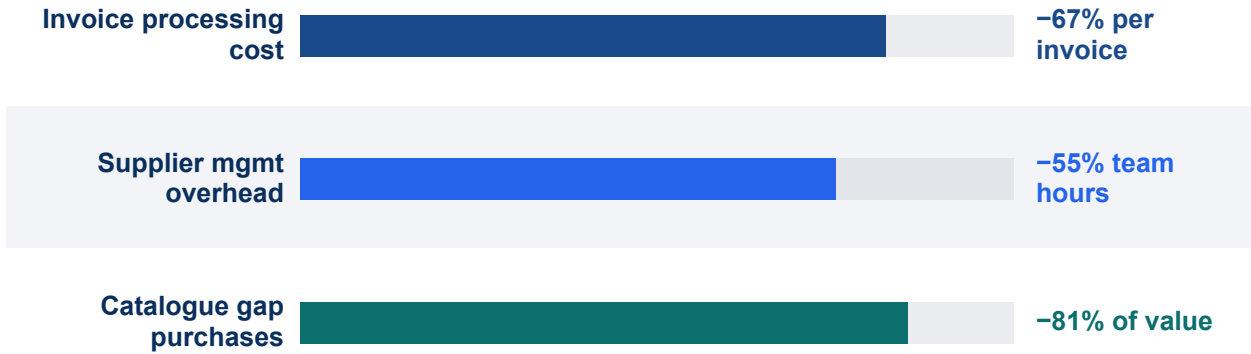
<b>01</b>	<b>Discovery &amp; Scoping</b> <i>Weeks 1–2</i>	Comprehensive spend analysis across all indirect categories to establish baseline metrics, identify priority consolidation opportunities, and map SAP workflow requirements for punchout integration.
<b>02</b>	<b>ERP Integration</b> <i>Weeks 3–4</i>	Full SAP S/4HANA punchout integration deployed and tested. Approval workflows configured to mirror existing procurement policy. User access provisioned for pilot business unit.
<b>03</b>	<b>Supplier Onboarding</b> <i>Weeks 4–6</i>	Priority suppliers onboarded with full catalogue data validation. 312 suppliers migrated to Lapasar in initial phase, covering 85% of indirect spend volume by transaction count.
<b>04</b>	<b>Pilot &amp; Refinement</b> <i>Weeks 6–10</i>	Controlled pilot across two operational regions with 340 active users. Workflow refinements made based on user feedback. Catalogue gaps identified and closed with additional supplier onboarding.
<b>05</b>	<b>Full Rollout</b> <i>Weeks 10–16</i>	Platform extended to all eligible users across all operational sites. Full spend reporting activated. Control Tower SLA monitoring commenced for all active supplier relationships.

## Results: Cost Savings

Within the first 12 months of full deployment, the organisation achieved measurable cost reductions across multiple dimensions of indirect procurement spend. The most significant savings came not from any single category negotiation but from the structural elimination of emergency purchasing, supplier fragmentation, and administrative overhead that had previously been invisible costs.

### Cost Improvement Breakdown — Year 1 vs Pre-Lapasar Baseline





## Results: Operational Hours Saved

The operational efficiency impact of the Lapasar implementation extended well beyond direct procurement cost. By eliminating manual catalogue searches, email-based quotation processes, paper-based purchase order creation, and manual invoice reconciliation, the platform generated significant time savings across both the central procurement team and the operational staff who raise requisitions across the organisation's sites.

Category	Before Lapasar	After Lapasar
<b>Purchase-to-order cycle</b>	8.5 working days average	1.2 working days average
<b>Monthly PO processing</b>	3,200 manual POs per month	68% auto-approved via punchout
<b>Supplier onboarding</b>	14–21 days per new supplier	3–5 days on Lapasar platform
<b>Spend reporting</b>	Manual compilation, 3 days/month	Real-time dashboard, automated
<b>Invoice reconciliation</b>	Manual 3-way match, 4 days avg	Automated, same-day processing
<b>Emergency procurement</b>	560 events per month	148 events per month (-74%)

In aggregate, the procurement team reported recovering approximately 1,840 staff-hours per month — equivalent to more than one full-time procurement officer — that was previously consumed by manual transaction administration. These hours have been redirected toward supplier development, category strategy, and contract management activities that generate strategic value rather than processing routine transactions.

*"The most unexpected outcome was how much time we recovered at the operational level — not just in procurement, but across our site managers and team leads who used to spend hours chasing purchase approvals and tracking deliveries. That time is genuinely back in their hands now."*

— General Manager, Procurement Operations (Organisation A)

#### **12-Month Outcome Summary — Organisation A**

✓ Total cost savings: RM 8.4 million · Staff hours recovered: 1,840/month · Supplier base rationalised: 680 to 312 active suppliers · Catalogue coverage: 58% → 94% · Purchase-to-order cycle: 8.5 days → 1.2 days · Compliance rate: 71% → 96% on-contract spend

**CASE  
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B**

## National Telecommunications Provider — Multi-Site Procurement Consolidation

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### Organisation Profile

Large enterprise organisation with national operations across Malaysia, supporting more than 26,000 employees across corporate, operational, and field-based functions. Procurement function managing indirect spend across facilities, IT support, operational, and corporate office categories. Annual indirect procurement spend exceeding RM 100 million. ERP platform: Oracle Fusion. Lapasar engagement commenced: Year 1.

## The Challenge

This organisation's procurement challenge was as much a structural issue as an operational one. With business units distributed across multiple regions and a procurement policy that permitted decentralised purchasing below defined thresholds, indirect spend had accumulated into a highly fragmented pattern: hundreds of local supplier relationships, inconsistent pricing for identical items across different sites, and virtually no visibility at the corporate level into what was being purchased outside of formal tender categories.

Internal audit had flagged indirect procurement as a priority risk area in two consecutive annual reviews, citing inadequate spending controls, inconsistent supplier vetting standards across business units, and an inability to produce reliable spend data for the organisation's Bumiputera procurement participation reporting obligations.

The procurement team estimated that indirect purchasing activities consumed approximately 42% of total procurement staff hours for a category that represented only 28% of total spend — a clear signal that the administrative model was fundamentally misaligned with the value at stake.

### Key Pain Points Before Lapasar

42% of procurement staff time on 28% of spend value · 490+ active indirect suppliers across regions · Pricing inconsistency: same items priced 15–31% differently across sites · Bumiputera participation tracking manual and unreliable · Internal audit flag for two consecutive years · No consolidated spend view across business units

## The Implementation

Lapasar's engagement began with a more complex scope than Organisation A, given the multi-region structure and the need to reconcile procurement policies that had diverged across

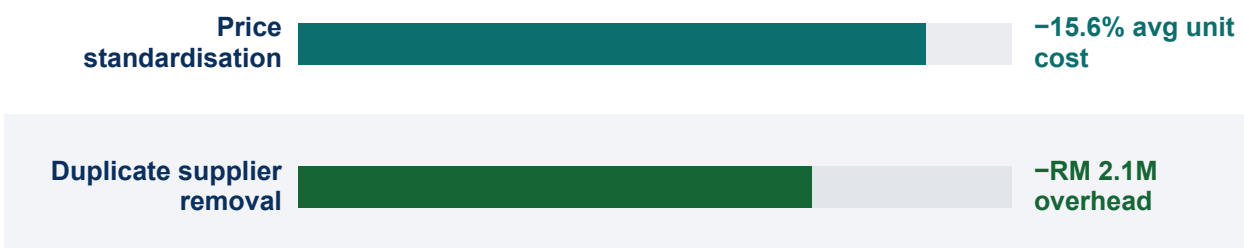
business units over years of decentralised operation. The implementation followed a phased regional rollout model to manage change complexity without disrupting ongoing operations.

<b>01</b>	<b>Audit &amp; Baseline</b> <i>Weeks 1–3</i>	Comprehensive spend audit across all business units and regions. Identification of pricing inconsistencies, duplicate supplier relationships, and compliance gaps. Baseline metrics established for all key performance indicators.
<b>02</b>	<b>Policy Harmonisation</b> <i>Weeks 3–5</i>	Procurement policy standardisation across regions completed in parallel with Lapasar platform configuration. Single approval authority matrix established. Bumiputera tracking requirements built into platform configuration from day one.
<b>03</b>	<b>Oracle Integration</b> <i>Weeks 4–5</i>	Oracle Fusion punchout integration deployed. Approval workflows and budget controls mapped to harmonised policy. Integration tested across three pilot business units before broader rollout.
<b>04</b>	<b>Phased Regional Rollout</b> <i>Weeks 6–18</i>	Platform deployed region by region with dedicated change management support at each site. Local supplier relationships assessed and migrated to Lapasar where appropriate. Regional procurement champions trained and activated.
<b>05</b>	<b>Full Operations</b> <i>Week 18 onwards</i>	All business units operating on Lapasar. Consolidated spend reporting active across the organisation. Automated Bumiputera participation tracking and reporting operational.

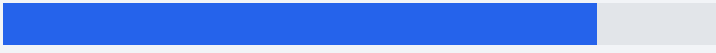
## Results: Cost Savings

The pricing inconsistency problem — where identical items were being purchased at vastly different prices across sites — proved to be the single largest source of quantifiable savings in Organisation B's implementation. Marketplace-based pricing standardisation eliminated the localised negotiating disadvantages that had resulted in systematically above-market pricing for a significant proportion of indirect spend.

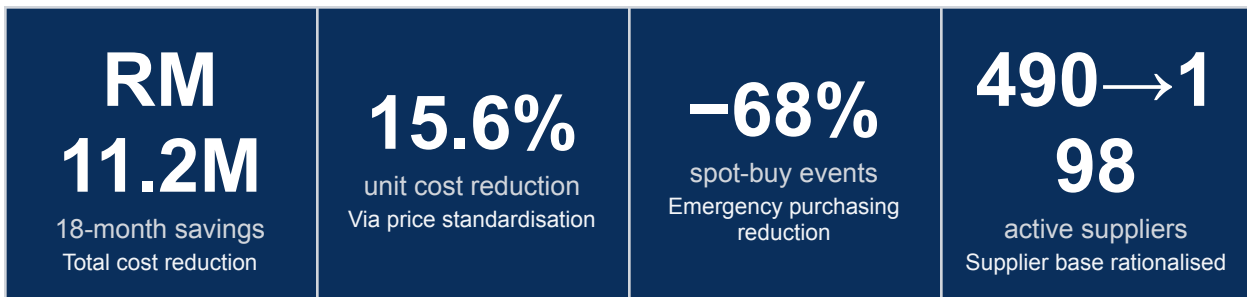
### Cost Improvement Breakdown — 18 Months vs Pre-Lapasar Baseline



Spot-buy elimination  **-68% of events**

Admin cost per PO  **-RM 310 per order**

Audit & compliance cost  **-52% compliance cost**



## Results: Operational Hours Saved

The operational efficiency gains in Organisation B were particularly pronounced given the previous fragmentation of procurement activity across regional offices. Consolidating supplier management, catalogue maintenance, and purchase order processing onto a single platform with centralised visibility eliminated large volumes of duplicated effort that had been occurring invisibly across the organisation.

Category	Before Lapasar	After Lapasar
Staff time on indirect procurement	42% of total procurement hours	19% of total procurement hours
Purchase-to-order cycle	6.8 working days average	1.4 working days average
Bumiputera reporting	3 days manual compilation/quarter	Automated, real-time dashboard
Supplier performance reviews	Annual, manual assessment	Continuous, automated scoring
Cross-site price benchmarking	Not performed — no visibility	Automated, per-transaction
Invoice discrepancy resolution	Average 8.5 days per dispute	Average 1.2 days per dispute

Across all business units, Organisation B's procurement function recovered an estimated 2,260 staff-hours per month through the elimination of manual indirect procurement administration. This

represented a 55% reduction in procurement team time spent on long-tail transactions — time that has been redeployed toward strategic category management, supplier development, and the organisation's ongoing procurement transformation programme.

A secondary but significant efficiency gain occurred at the business unit level. Site managers and team leads who previously spent an average of 3.2 hours per week on purchase requisition management, delivery tracking, and supplier communication reported this time falling to under 45 minutes per week following full platform adoption — a time saving of more than 2.5 hours per week per manager, across hundreds of managers organisation-wide.

*"We could not produce a reliable Bumiputera participation report across all our business units before Lapasar. Now it takes one click. That alone resolved a significant compliance risk that had been on the audit agenda for years."*

— Chief Procurement Officer (Organisation B)

#### **18-Month Outcome Summary — Organisation B**

✓ Total cost savings: RM 11.2 million · Staff hours recovered: 2,260/month · Supplier base rationalised: 490 to 198 active suppliers · Price standardisation: 15.6% average unit cost reduction · Procurement staff time on long-tail: 42% → 19% · Bumiputera tracking: manual quarterly → automated real-time

**IMPACT** Combined Results Across Both Implementations

Taken together, the two implementations documented in this case study represent a comprehensive demonstration of what structured long-tail procurement transformation delivers in Malaysian enterprise contexts. The results are not theoretical — they are measured outcomes from live operational deployments spanning multiple years.

<p><b>RM 19.6M</b></p> <p>combined savings Across both organisations</p>	<p><b>4,100</b></p> <p>staff hours/month Recovered across both orgs</p>	<p><b>878</b></p> <p>suppliers Rationalised to 510 active</p>	<p><b>96%</b></p> <p>on-contract spend Organisation A (up from 71%)</p>
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### What Drove the Savings

Analysis of the savings realised across both implementations reveals that the majority of value came not from negotiating lower prices with existing suppliers — though this did contribute — but from structural changes in how procurement was conducted:

- Elimination of emergency purchasing premium: Both organisations were paying 18–25% above contracted rates for spot-buy procurement. Reducing this by 68–74% generated RM 3.2M in combined savings.
- Price standardisation across locations: Organisation B's multi-site inconsistency was generating RM 4.1M in excess cost annually. Centralised marketplace pricing standardised this immediately.
- Administrative cost elimination: At RM 280–450 per manual PO, processing automation generated RM 5.8M in combined administrative savings across both organisations.
- Supplier rationalisation overhead: Managing 1,170 suppliers instead of 510 generated an estimated RM 2.4M in excess supplier management cost annually. Rationalisation eliminated this.
- Invoice error and discrepancy resolution: Automated 3-way matching reduced invoice disputes, generating RM 4.1M in combined value through faster payment cycles and dispute cost reduction.

### What Drove the Time Savings

The 4,100 staff-hours per month recovered across both organisations — equivalent to more than two full-time procurement officers — came from three distinct sources:

- Central procurement team efficiency: Elimination of manual catalogue management, purchase order processing, invoice reconciliation, and spend reporting freed an average of 1,580 hours per month across both procurement teams.
- Operational staff efficiency: Site managers, team leads, and end users who previously spent 2–4 hours per week on procurement administration reported reductions to under one hour per week following platform adoption — generating 1,940 hours per month in aggregate across both organisations.
- Supplier management efficiency: Automated vetting, onboarding, performance monitoring, and communication tools reduced procurement team engagement with routine supplier management tasks by approximately 580 hours per month combined.

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**The RM 19.6M in documented savings and 4,100 hours per month recovered represent only the directly measurable outcomes from these two implementations. Both organisations have also reported secondary benefits including improved procurement compliance audit outcomes, stronger ESG and Bumiputera tracking capability, better supplier relationships due to faster payment processing, and a measurable improvement in employee satisfaction with the procurement process — benefits that carry real value but are not captured in the financial metrics above.**

## About Lapasar

Lapasar is Malaysia's enterprise B2B procurement marketplace, purpose-built for the long-tail procurement requirements of GLCs, large enterprises, and multinational corporations. We provide zero-platform-cost marketplace access, ERP punchout integration deployed in one week, and a vetted supplier network spanning hundreds of product categories — backed by operational Control Tower support and dedicated account management.

To discuss how Lapasar can deliver comparable outcomes for your organisation, visit [lapasar.com](https://lapasar.com) or contact your Lapasar account representative.