



Pete Zeller is the Senior Procurement Manager for America's Indirect Procurement COE Purchased Services/MARCOM Team, and his professional mission is to help Honeywell become more cost effective. Zeller is responsible for leading the efforts of tracking and managing procurement operations, projects, and cost saving processes for Honeywell's purchased services across all business units operating in the Americas. The workflows that he oversees involve a multitude of moving parts, such as hundreds of vendors, millions of dollars of indirect spend, varying payment terms, sophisticated contracts and intricate discount negotiations.

Manual, Ineffective Tools Hinder Procurement Operations

Back in 2014, Zeller oversaw services procurement in the Performance Materials and Technologies (PMT) division of Honeywell. At the time, Zeller and his team had long relied on ordinary spreadsheets to manage and report on their complex procurement projects.

Zeller explained that relying on spreadsheets presented many difficulties, often causing internal bottlenecks, inefficiencies and even reporting errors. Ultimately though, the manual tool prevented them from possessing the accurate, real-time visibility that they needed in order to optimize their procurement operations and communicate how their collective work was significantly impacting the business.

"We had underreported our value to the company for a long time, because we didn't have a reliable way to report savings, cost avoidance, or payment terms improvement as a whole within procurement," said Zeller. In fact, he estimates that as a result of the limitations of manual or inefficient tools, the cost savings he and his procurement colleagues were responsible for driving were underreported by 15-20%.

To remedy this problem, Zeller's team tried a number of other solutions, including MS Access and SharePoint. They found these systems to be "clunky" and incapable of meeting their unique needs; "It was like putting a square peg in a round hole," explained Zeller. They knew they needed a better solution, so they turned to TrackVia's low-code application platform.

“ Before TrackVia, cost savings driven by Honeywell's procurement team were underreported by 15-20%. ”

Pete Zeller
Honeywell International

Honeywell

Honeywell International Inc. is a multinational, Fortune 100 blue-chip company that invents solutions to tackle some of the world's toughest challenges. With a workforce of over 100,000 people across the globe, the company produces a variety of commercial and consumer products and engineering services and aerospace systems for a wide variety of customers, from private consumers to major corporations and governments.



CASE STUDY

Zeller was rapidly able to create applications on TrackVia's low-code platform, which were easily customized to precisely support the PMT savings and procurement operations data, information, and processes. After implementing TrackVia in the PMT division, Zeller noted that, "With the real-time, newfound insight that TrackVia provided us, our underreporting issues quickly evaporated—enabling us to work more productively and visibly towards our quest of improving Honeywell's bottom line." Other departments within Honeywell began to take notice of Zeller's success with TrackVia.

Newfound Procurement Visibility Prompts Expansion

In fact, procurement leaders had long been plagued with a painful problem, which spanned across their five divisions. Each division had to consolidate their procurement process data and cost savings results from seven disparate systems into one standardized report that was presented to their Chief Procurement Officer. On a weekly basis, the efforts required to perform this task required 30 hours of work performed by 5 people.

In order to better utilize their collective resources and improve productivity, Zeller and his fellow procurement leaders led the charge to consolidate procurement project data management by adopting one centralized platform. As a result, the company began an objective evaluation process—comparing each of the business unit systems they had in place, including Ariba, SharePoint, Access and others—to see which solution would be the best choice for their over 700 cross-departmental users.

After an internal system "bake-off," TrackVia was chosen as the best platform to serve the PMT, Aerospace, SPS, HPT, and Transportation Systems divisions. "TrackVia's speed to solution, easy customization, robust reporting and unlimited scalability led the team to decide on it as our new division-wide procurement solution," explained Zeller. As a result, Honeywell reaped cost savings by replacing seven systems with one. In addition, TrackVia's centralized and standardized reports now go directly to their Chief Procurement Officer and executive staff, which eliminated the nearly 8,000 annual hours of work that was once required. "The story communicated via Trackvia is very powerful; our leadership now can see the holistic efforts of every procurement team rolled up into a single view, which contains all of our meaningful and actionable metrics," said Zeller.

“ With the real-time, newfound insight that TrackVia provided us, our underreporting issues quickly evaporated—enabling us to work more productively and visibly towards our quest of improving Honeywell's bottom line. ”

Pete Zeller
Honeywell International



With TrackVia, Honeywell saves nearly 8,000 annual hours of work on a single reporting process alone.



TrackVia in Action Across the Globe

To save time and ensure the accuracy of their procurement operations, processes and data, Honeywell relies on TrackVia's intelligent automation and App Scripts. Additionally, the platform's advanced roles and permissions allow Honeywell to increase productivity by ensuring that the system only shows pertinent and personalized information to the work performed by each of their over 700 procurement employees. They also benefit from increased operational agility with the help of TrackVia's quick and easy customization capabilities. Zeller explains how easily and quickly TrackVia can be modified to stay up-to-date, stating, "When we need to make changes to a component of our operations, like a workflow or approval as examples, we are able to rapidly change TrackVia in a day, which with another solution would have taken us weeks." Ensuring the accuracy and cleanliness of their data not only has produced efficiency gains for Honeywell, but also, it has allowed Zeller and his team to revisit historical data to look for new opportunities for additional savings. Lastly, Zeller explains how valuable TrackVia's customer support has been to helping achieve their procurement goals, stating, "We wouldn't be where we are today without their help." He continues by describing the support member with whom he works as, "an undeniable expert who is always available and flexible with an endlessly positive attitude."

Today, TrackVia is used globally for procurement management across over 700 employees at Honeywell, which span five different divisions and are located throughout the Americas, APAC and EMEA. Zeller sums up his experience with TrackVia, saying, "I'm a big fan of TrackVia. It is a robust, easily and rapidly configured platform that makes operational data actionable, so we can leverage it as a mechanism to help drive the organization forward."

“ When we need to make changes to a component of our operations, like a workflow or approval as examples, we are able to rapidly change TrackVia in a day, which with another solution would have taken us weeks. ”

Pete Zeller
Honeywell International

700+

users across Honeywell's 5 global divisions utilize TrackVia to support their procurement operations.

“ I'm a big fan of TrackVia. It is a robust, easily and rapidly configured platform that makes operational data actionable, so we can leverage it as a mechanism to help drive the organization forward. ”

Pete Zeller
Honeywell International