



G-CLOUD 15
Service Definition
ELCOM Stocktake



ELCOM
TRUSTED TECHNOLOGY, TAILORED TRANSACTIONS



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ELCOM

Optimise and energise your organisation by simplifying and digitalising your Supply Chain processes. Save your time and money, with limited change and no hassle. Our tailored solutions provide you with easy-to-use tools that guarantee better financial control and greater transparency of spend, in everything from local SMEs to the most complex global organisations. It's straightforward, paper-free and adapted to your specific business needs.

Elcom's understanding of a "customer-centric" approach is much more than just a series of processes to deliver the best experience to our customers. It involves how we – as trusted partners – appreciate the solution requirements and most importantly how we identify, create, capture, monitor and measure the value created. It is crucial for us to listen to our customers' feedback and also to address their expectations. We always work in collaboration with our customers and adopt a proactive approach.

EVOLVE Spend Management is an all-in-one flexible solution that can be easily tailored to any sector-specific requirement. EVOLVE is deployed in complex Public Sector organisations and collaboratives helping to reduce system fragmentation and ease collaboration.

Customers can subscribe to one or more of the following service options. Where several options are subscribed to, the elements are integrated, including sourcing and purchasing.



Today

We make eProcurement smarter, more connected and transparent while helping our customers trade, and save money.



Tomorrow

Working on transforming eProcurement all over the supply chain making it accessible for all users and sectors.



Always

As loyal partners, our teams of experts are committed to lead the way and be supportive to maximize outputs.



ELCOM Stocktake

Stocktake Process Using PDA / Handheld Scanners

(also called Mobile Computers, Barcode Scanners, or Wireless Terminals)

This method dramatically reduces the time, errors, and disruption of a fully manual count while giving near real-time visibility and automatic reconciliation.

1. Preparation (done before the count)

- Export the current inventory list from the ERP/WMS to the PDA software (usually a .csv or direct integration).
- The file contains at minimum: – Item code / SKU – Description – Current system quantity – Bin/location code (optional but recommended)
- Load this file onto all PDAs (via Wi-Fi, USB, or cloud sync).
- Print location labels (bin labels, shelf labels) if they are not already barcoded.
- Assign teams and zones so no two teams count the same area.

2. Physical Counting with PDA

1. Counter logs into the PDA (user ID is recorded for audit trail).
2. Scanner goes to a location → scans the **location barcode** (e.g., BIN-A15). The PDA immediately filters and shows only the items expected in that bin.
3. Counter scans the **product barcode** (or keys the code if no barcode). The PDA displays description and expected quantity.
4. Counter keys the **quantity counted** (or uses + / – buttons).
5. If the item is serialised or batch-tracked, the PDA can prompt for serial/lot numbers.
6. Counter presses **Save/Submit** → record is instantly sent via Wi-Fi to the server (or stored locally if offline and synced later).
7. PDA gives immediate feedback: – Green = matches system – Red = variance → forces supervisor approval or recount

3. Blind Counting Option (best practice for accuracy)

- The PDA can be set to **not show** the system quantity (“blind count”). This eliminates unconscious bias where counters “adjust” to match the book figure.

4. Real-Time Dashboard (back office)

While counting is happening, managers see live progress:

- % of locations counted
- Number of variances
- Largest variances by value or quantity
- Which team/member is counting what

5. Immediate Recounts & Exception Handling

- Any large variance can trigger an automatic second count request on another PDA.
- Supervisor can walk to the location, rescan, and override or approve.

6. Automatic Reconciliation (usually same day or next morning)

- Once all locations are marked as counted, the system:
 - Compares scanned quantities with book quantities
 - Generates a variance report (over/short by item, location, value)
 - Posts approved adjustments directly into the ERP/WMS (or creates adjustment vouchers for review)

7. Final Steps

- Export final stocktake report and adjustment journal for audit.
- Lock the file so no further changes can be made after sign-off.

Key Advantages Over Purely Manual Stocktake

Aspect	Manual Paper/Spreadsheet	PDA / Scanner Method
Speed	Days-weeks	Usually 1–2 days (or even same day)
Human error	Very high	Near zero (barcode eliminates transcription)
Real-time visibility	None	Live dashboard
Operational disruption	Must close areas or stop trading	Can count while trading (with cut-off rules)
Reconciliation effort	Days of data entry & checking	Automatic, minutes
Audit trail	Poor	Full user/time/location record
Ability to blind count	Difficult	Easy



All solutions are mobile enabled.

Associated service functionality includes:

- Reporting and Management Information
- Data Warehousing priced on specification
- Interfaces with other systems, for example ERP or Finance systems priced on specification.

UK public sector requirements have heavily influenced service development since 2001 and the solution fully meets UK public sector needs including management of VAT.

Elcom was been accredited at IL2 by OGC and undergoes regular security penetration via Government Security experts.

Elcom has managed the information security risks associated with hosting transactional procurement services for its client organisations for over 10 years. Elcom's reputation is built upon the security, reliability and resilience of its service. All aspects of the operational systems are controlled. Elcom operates to an equivalent standard of ISO2700 and is in the course of obtaining formal ISO27005 certification.



Pricing

Please see separate Pricing Document and SFIA Rates.

Hosting and Backup

Hosting is provided in the Scottish Governments secure data centre. We provide full backup/restore services. Disaster Recovery is part of our standard Service Level Agreement. We offer both Escrow and archiving arrangements and, as a chargeable option, hot backup.

Minimum Length of Contract

Our minimal contract term is one year for all solutions with exception of the P2P which is two years. This is the realistic time required for the service to be properly embedded and start delivering benefits in a typical public body, particularly where the service is interfaced with other systems.

Service Levels

Service Levels and service management provisions are detailed in our model terms and conditions. System availability is as follows:

Environment		Scheduled Hours of On-Line Availability
Production		7x24x365*
Development and Test		7 a.m. – 6 p.m., Mondays – Fridays*
Measurement	Downtime is measured from the time a problem record is opened and the outage has been coded until the problem has been resolved and service has been restored. The vendor tool must be used to track and measure the availability objective.	
Target Performance	99.5% compliance with target service level	
Period of Review	Monthly	
Elcom will make available their web accessible, self-service, service desk tool, which is available 24x7x365 for logging calls related to service availability issues. Calls are monitored and updated throughout established service desk hours until issues are resolved. Additionally, Elcom provides phone support to expedite reports and the resolution of any availability related issues. Elcom uses the audit trail of calls logged for measuring and reporting any downtime during the month. Elcom can also provide reports to identify the root causes and corrective actions associated with any downtime events.		



Service Constraints

User organisations can request some customisation of the appearance of the service (for example corporate branding) and can switch on or off some elements of functionality. Bespoking of functionality for individual organisations is not offered through G-Cloud.

Training

Implementation fees include organisational set up and training for all types of users. Our preferred approach is to "train the trainer". Our solutions are easy and intuitive to use and training will generally be a half day familiarisation process. There is also dedicated system administration training for a very small number of local users.

Implementation (On-Boarding)

Our highly experienced implementation team works with customers during all aspects of implementation. We use a standard, proven methodology which is flexible to match local requirements. More than 100,000 suppliers to the UK public sector are already on-board including more than 1000 punch-out connections. Implementation includes all necessary training. Elcom has a dedicated integration team and already has interfaces established with multiple ERP/Finance systems.

Termination (Off-Boarding)

At termination Elcom can take an extract from the production environment and extract only the customer's information. All data is stored in an Oracle database and any extracts provided would be in a character delimited format or an Oracle extract /export.

Importing the Oracle extract/export into a new system would be the responsibility of the incoming supplier. Additionally, Elcom can provide a scoped professional service engagement to provide data in a format which the customer requires.

If individual customers request destruction of customer data including archived backup data this would be quoted as a professional service.

Customer Requirements

We expect that customers will:

- Satisfy themselves of their network capabilities to implement e-Commerce
- Establish the level of business change with which they are comfortable and
- Establish a project team to manage the change/implementation appropriately, for example against PRINCE2 project methodology or equivalent



Technical Requirements

Elcom's solution requires only an internet connection in normal use. There will be an initial requirement to check local firewall configuration as part of the implementation process when local network loading will also be assessed.

Other Client Software

For management reporting purposes we offer a number of options from native reports to data download to a reporting environment of your choice.

Open Standards

Elcom works on the open cXML standard and has recently achieved certification as a PEPPOL Access point using the Java Oxalis API.

Open Source Software

Elcom uses open source software where appropriate. Currently this includes:

- Tomcat
- Java
- Oxalis
- SEAM
- JBoss
- Soap
- PostFix
- Talend
- Linux
- PLS

Trial Service

We would be happy to discuss the provision of our solutions on a trial basis.



Contracting/Contact

To discuss your requirements or arrange a no-obligations demonstration please contact in the first instance:

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