

CASE STUDY

DOVER CHEMICAL CORPORATION USES ARKESTRO TO CONSUME INTERNAL DATA TO Drive Procurement Savings and Improve Processes

About Dover Chemical Corporation

Dover Chemical Corporation provides chemical specialty products, specifically chemical additives, to customers around the world. Their products help to improve a wide variety of materials, including fuels, metal-working materials, and polymers for use in industrial and household applications.

Many procurement teams are over encumbered with manual tasks such as data entry, and Dover Chemical was no exception. They turned to Arkestro's Predictive Procurement Orchestration (PPO) software to help them sort through their internal data so they could focus their time on negotiating pricing and improving supplier relationships.


The Challenges

Dover Chemical's biggest challenge was they didn't have any way to analyze their data. By the time they began implementing Arkestro in early 2020, they had 1-2 years of data from a recent maintenance system implementation that included the use of part numbers for their MRO items. Thankfully Arkestro was able to quickly ingest all relevant data to reveal clear insights on savings & drive action with process improvement opportunities.



Once COVID started to impact the world as we know it, Dover's PPE became tight, there were challenges with pricing, and parts scarcity. Patti DeVault, a Buyer at Dover Chemical turned to Arkestro to start a plan.

Dover Chemical was able to save money based on suggested prices that went out to suppliers from Arkestro and as a result, extended procurement's impact by increasing the amount of spend they could oversee and manage.

INDUSTRY:

 Chemical

OBJECTIVES:

-  Ingest and analyze 2 years' worth of internal procurement data
-  Eliminate manual data entry processes without increasing headcount

RESULTS:

-  **95% OF ALL SPEND** goes through Arkestro
-  Savings that continues to grow on average **10% YEAR AFTER YEAR**
-  Completed **1000 PROJECTS** within the Arkestro platform

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With the integration side, we are saving time by not having to do any data entry. This gives us time for other opportunities and other ways to use Arkestro.

~ PATTI DEVAULT,
BUYER AT DOVER CHEMICAL CORPORATION

Implementation

Initially Dover Chemical wasn't even in the market for a new platform. However a change in leadership with a new CFO, sparked a conversation with Arkestro. DeVault said, "With new people, come new ideas," and while she was skeptical at first, once she saw the capabilities of the platform, "the rest was history!"

Dover Chemical implemented the platform during COVID, while DeVault was working from home, "that's how simplistic it is." They had weekly meetings with their Arkestro representative who was always available for questions.

In 2021, Dover Chemical made the decision to integrate Arkestro with their Microsoft Dynamics AX ERP. The process was as easy as a few clicks and DeVault attributes the seamless integration with their ability to do more.

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As we have grown with Arkestro, Arkestro has grown with us. That is a huge factor, because Arkestro listens to our needs.

~ PATTI DEVAULT,
BUYER AT DOVER CHEMICAL CORPORATION

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Because Arkestro does its thing in the background and suggests the pricing, oftentimes companies will accept our bidding price which was lower than what it had been previously!

~ PATTI DEVAULT,
BUYER AT DOVER CHEMICAL CORPORATION

The Outcomes

Dover Chemical's first bid using Arkestro was an annual bid on some valves. After multiple rounds of bids with recommended prices from the insights Arkestro was able to pull, DeVault was able to save \$10,000. "I was instantly sold, and was like - okay, what else can I use Arkestro for?"

Today, Dover Chemical completes 2 events per day on average, increasing the scale of procurement's influence. DeVault credits the success of the platform due to the unique partnership established with Arkestro and the willingness to communicate and accept feedback to improve the product. Dover has seen great success driving savings and reducing cycle time using the instant counter offer, baseline pricing and supplier recommendation functionality.

When DeVault received supplier feedback on a delivery date field, she approached Arkestro and the field was provided. Dover Chemical is also testing out a new product feature, quote by email, where suppliers don't even need to log into a system. This has been a game changer for continuing DeVault's happy supplier relationships, who also enjoy using the platform for its time saving abilities and one-stop-shop feel.

Looking Toward the Future

Inspired by DeVault's success, Dover Chemical has some initiatives to get even more materials onto the Arkestro platform including capital projects, other location sites' MRO, and even some raw materials. DeVault is anticipating a lot of changes for the procurement department at the end of 2023 into 2024 with Arkestro's help.

One thing is for certain, DeVault is looking forward to continued savings well into the future. With the time saved with Arkestro, she also can't wait to see other ways the platform can drive value for Dover Chemicals.

About Arkestro

Founded in 2017, Arkestro's Predictive Procurement Orchestration (PPO), taps into the power of behavioral science, game theory and machine learning to help companies make their best buying decisions faster across all addressable spend. Top enterprises leverage Arkestro to confidently optimize their procurement cycles with direct actions and clear recommendations, managing spend at scale without increasing headcount. See Arkestro in action at [arkestro.com](https://www.arkestro.com).



Ready to see how real-time recommendations can amplify your procurement team's impact? **Let's talk.**

www.arkestro.com | hello@arkestro.com