

YPO CASE STUDY

Advanced Data Spectrum

Background

Established in 1974, YPO is a publicly owned procurement organisation with approximately 500 employees serving schools, local authorities, charities, and emergency services across England, Wales, and Scotland. Their vision is to champion public value by helping public sector organisations get the most from their resources, while their mission is to deliver exceptional procurement solutions with over 22,000 products and the buying power that has returned £164 million to the public purse.

Challenges Faced

YPO's Order Management team had been using DocXP, an earlier ADS solution, for 15 years. While the system was reliable, it operated on batch processing: orders were uploaded to the Warehouse Management System periodically throughout the day

This created a stop-start workflow. The warehouse team would often have capacity but no orders to pick, while processed work sat in queue waiting for the next upload. With 1,000–1,500 orders arriving daily, these delays rippled through the supply chain, affecting picking schedules and delivery times.

"Before we had DocXP, everything was manual. Paper orders came in, everything had to be sorted by delivery route, manually inputted onto the system, then manually verified by another person. It was like processing 2,000 orders a day because each order had to be doubly inputted."

— Janine Hodge, Customer Experience Manager, YPO

The system worked, but YPO knew there was more to unlock: real-time processing, better management visibility and freeing the team from repetitive verification to focus on exceptions.

A Valued Partnership

After 15 years on DocXP, YPO could have evaluated the market. Instead, upgrading with ADS was, as the team put it, "a no-brainer."

Three factors made the difference:

Deep Institutional Knowledge: Solutions Architect Kevin Pooley had worked with YPO for close to two decades. He understood their systems, processes and pain points acutely. "Kevin knows YPO. He knows what we need. If we want to change something, he always tries to do it," explained Janine Hodge, Customer Experience Manager.

Proactive Partnership: Rather than waiting for problems, Kevin recommends enhancements based on his knowledge of YPO's operations. The team has a dedicated Teams chat for real-time support, and no question is treated as too small.

Building on Trust: Upgrading meant enhancing a system they already trusted rather than starting from scratch with an unknown provider. The relationship and the product had earned the right to evolve together.



“ADS was the company that transitioned us from being a paper organisation, they've worked with us to get to where we are now. Kevin knows YPO so well, he knows what we need and he knows what to recommend” - Janine Hodge, Customer Experience Manager

The Solution

ADS deployed ADS OrderStream, replacing DocXP and introducing real-time integration with YPO's Warehouse Management System. The upgrade transformed how the Order Management team processes over 237,000 orders annually.

Real-Time Order Flow

The most significant change was eliminating batch uploads. Previously, orders queued until an administrator manually uploaded them to the warehouse system. Now, orders flow through in real-time. The warehouse receives work continuously rather than in periodic batches, removing bottlenecks and enabling smoother logistics planning.

Intelligent First-Pass Verification

ADS OrderStream fundamentally changed the team's role. The system performs initial indexing, prompts users on required fields, and flags discrepancies, such as order values that don't match the source document, before human review. Staff verify what ADS has captured rather than keying everything from scratch.

"ADS is basically a person to us. We're the second person checking the order instead of being the first and the second" explained Janine Hodge.

Configurable Business Rules

YPO can set parameters within ADS to automatically identify potential errors based on their specific requirements. The system ensures consistency across the team regardless of individual experience levels, flagging exceptions for review while letting clean orders flow through.

Management Visibility

The upgrade introduced comprehensive reporting: document throughput, processing times by agent, and inbox volumes in real-time. This enables data-driven resourcing decisions and provides quantifiable efficiency metrics for senior leadership.

The Results

- **237,122 orders processed year-to-date**
- **Real-time Warehouse Management System integration replacing periodic batch uploads**
- **7-person team processing 1,000–1,500 orders daily**
- **Complete audit trail with throughput tracking, processing times, and agent performance**

Beyond the metrics, the upgrade shifted the team's role entirely. Staff who previously keyed every order twice—once to input, once to verify, now act as second-pass reviewers. ADS handles the initial capture and flags exceptions, freeing the team to focus on problem-solving rather than repetitive data entry. The real-time flow to the warehouse has eliminated the stop-start of batch uploads, with logistics now able to plan continuously rather than waiting for the next upload window.

The Future

The real-time processing foundation has opened new possibilities. With reliable front-end automation now in place, YPO is positioned to explore tighter delivery SLAs.

The partnership continues to evolve, with ADS proactively recommending enhancements based on real-world experience.





Make your data work for you

About Advanced Data Spectrum

Advanced Data Spectrum (ADS) is a leading provider of data and document management solutions, transforming documents into actionable information for organisations worldwide.

ADS has evolved from a software consulting company into a full-service document technology solutions provider. In 2010, the company expanded globally through acquiring Peladon Software, establishing operations across the U.S. and U.K.

We work with clients to understand their unique business challenges and deliver tailored automation solutions that genuinely address their needs, rather than one-size-fits-all approaches.

Our DataSpectrum Framework automates the entire document lifecycle—from capture to processing and integration—helping organisations significantly reduce operating costs, streamline critical business processes, and improve data integrity. With offices in Allen, Texas and Milton Keynes, UK, ADS maintains a reputation for technical excellence, responsive support and practical solutions that deliver measurable business impact across multiple industries.



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