



The Dos and Don'ts of implementing Lapasar.com

Successful implementation is the key to making the most out of any tool or service. Over the past years, Lapasar.com has worked with GLCs, MNCs and various large private companies on the implementation of Lapasar.com. Here some of our findings:

Do



Have a person to champion the project. All successful implementations had a clear person championing the Lapasar.com project. In 50% of the cases, the person was a Senior Executive. 20% of the championing people received a promotion within 18 months, partially attributed to the results created with the implementation of Lapasar.com.



Commit to a strict timeline. Companies that committed to a strict timeline at the beginning showed a 60% higher success and satisfaction rate with the implementation.

Lapasar.com suggests a timeline of a maximum of 2 months, comprising of IT integration, supplier onboarding and user training.

"You might think that's too short - but from our experience, even the largest companies are able to implement within the timeframe, if the process is being followed." Lakshman Das, COO of Lapasar.com



Define clear targets and results you want from the implementation. Good examples are "We want all items of the category tools and equipment to be transacted through Lapasar.com by 1st of January" "We want monthly reports showcasing how our purchase prices are compared to other companies using Lapasar.com"



Involvement & empowerment of users. The implementation of Lapasar.com brings benefits mainly to the company as a whole, such as an efficiency increase, cost savings and transparency. It is important that daily users are being educated on how the implementation impacts the digitalization and transformation goals of the organization. Users that know they are contributing to a big goal are more likely to provide valuable feedback and adopt the changes the implementation brings in their daily process.

Don'ts:

- ✘ **Assuming that everyone is happy to change.** Lapasar.com changes 'how things have always been', which can create fear and uncertainty for employees and people involved in the process. Employees might fear for their jobs, superiors might fear a loss of control or people may be uncomfortable with total transparency or concerned if they will be able to perform under the new circumstances.

Based on our experience, the best way to counter backlashes is to be firm on the company's implementation targets, yet take user's concerns seriously and address them along the way. Lapasar.com conducts surveys to constantly monitor users' happiness. Pain points faced by users are taken seriously and Lapasar.com's tech team constantly works on enhancements of the system - free of charge.

- ✘ **Starting with the wrong product categories.** If Lapasar.com is implemented in product categories that have limited volume, the implementation can certainly be successful - however, the impact it creates on the company as a whole is limited.

The best and most impactful implementations are those where clients transact a minimum of RM200,000 per month within less than 3 months.

A certain volume is required to showcase real impactful benefits on e.g. procure-to-pay efficiency or general efficiency improvement.

- ✘ **Having no commitment to digitalization.** Embarking on Lapasar.com without full commitment to go paperless and digital will create challenges. For example, companies want to maintain printed documents (e.g. DOs, POs, Invoices etc)

3 things Tenaga Nasional Berhad did right

- Clear direction from Top Executives & strong implementation via managers and operation executives.
- TNB placed great emphasis on training users and ensuring 1st-time usage. Lapasar.com provides trainers to conduct user training. TNB ensured users could receive their training in a hands-on method on PCs and in the actual system. TNB's users show some of the highest frequency in purchasing on the Lapasar.com platform. Users are outspoken about their needs, in constant touch with the Lapasar.com customer service and among the users with the highest customer satisfaction.
- Exceptionally rigorous timelines & fast expansion plans. TNB implemented nationwide within 3 months and rapidly expanded Lapasar.com into several categories to maximize the benefits of using Lapasar.com.



How TNB benefitted

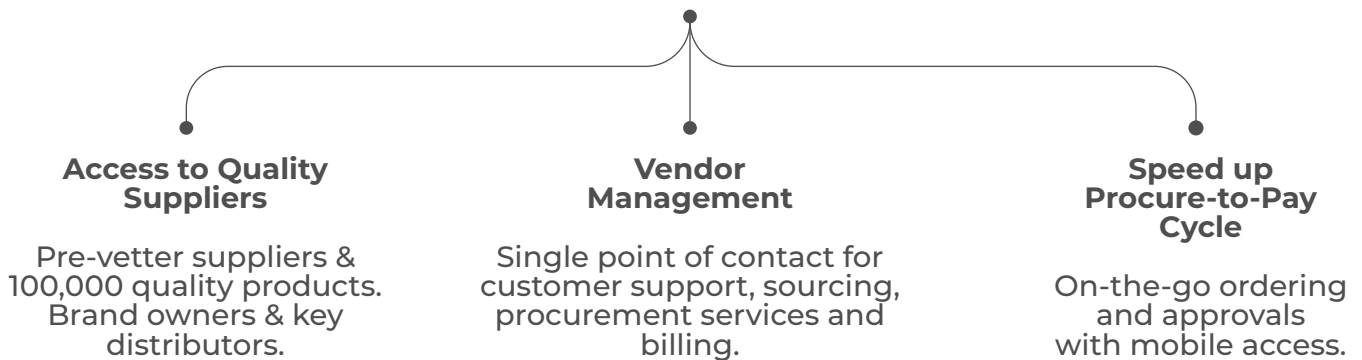
- ✔ Reduced procure-to-pay cycle by 89%
- ✔ 400% more suppliers to access .
- ✔ Reduced man-hours spent on administrative tasks.
- ✔ Fully digitized process.
- ✔ Complete transparency.
- ✔ Reports and analytics on efficiency increase - for operational use or to highlight created improvements to the management.

WHAT'S LAPASAR.COM

Lapasar is a B2B Marketplace giving buyers access to suppliers.

Typical marketplace environment where products are listed, and users can search for products, add-to-cart & checkout.

KEY REASONS WHY BUYERS USE US



VARIOUS PRODUCTS OF B2B CATEGORIES



Electrical



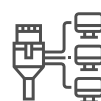
Tools



Safety



Computer



IT



Stationary



Pantry



Furniture

CLIENTS



We serve clients across industries on a daily basis

**Get in touch with [Lapasar.com](https://lapasar.com) today to set an appointment
and explore how we can help you!**

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