

April 19, 2016

CU Wins Concur Innovation Award

Congratulations! The University of Colorado has just won Concur's Innovation Award ... again!

We are now the first Concur Travel & Expense client to receive this recognition twice. CU previously was honored in 2013.

The award was presented at the annual Concur Fusion Conference in March. The following were also honored for innovation in travel and expense programs: Gant Travel, Gerda, Human Rights Campaign, JPMorgan Chase, NetJets, Novum Structures, and Twitter.



"We are inspired by the community of innovation that our customers bring forth every day in the area of travel, expense, and invoice management," noted Concur President Elena Donio.

2016 PSC Customer Satisfaction Survey

Results are in from our recent PSC customer satisfaction survey. Survey questions focused on individual work unit expertise, response time, professionalism, and ability to add value to the overall procurement process.

Overall satisfaction with the PSC was 84%, with the majority of respondents indicating they were satisfied/very satisfied with the PSC in all areas measured. All PSC work units (Purchasing, Payables, Travel, etc.), along with the OUC's FinPro Help Desk, scored above 3 on a 4-point scale. (Over half of the work units received higher satisfaction ratings this year than last. And, like last year, the level of staff professionalism and courtesy scored very high.) The PSC website scored 2.95, the PSC Communicator newsletter scored 3.4, and all PSC outreach events scored at or above 3.4.

We're assessing some specific issues highlighted in the survey. We're working to make the PSC website more user friendly. We're also addressing requests to clarify what each specific work unit does, and to make finding that information easier. We're researching changes to the Supplier Portal to improve supplier experience. And we're continuing to strive to improve responsiveness and provide you the best service possible.

Thank you to all who took the time to complete the survey and share your valuable feedback with us!

PSC Staff News

Introducing Mike Viola

The PSC is happy to welcome new IT Category Manager Mike Viola to the Strategic Procurement team.

Mike spent the past nine years as an IT consultant in New York City. He holds a degree in Physics from New York University, and he enjoys cooking, hiking, and travel.



Mike is excited about his move to Colorado ... and we are excited about this addition to the PSC!

Welcome, Mike!

Tina Bernardoni is New Contracts Manager

The PSC is pleased to announce the promotion of Tina Bernardoni to the Contracts Manager position.

Tina – who joined the PSC as a Contracts Administrator in September 2015 – has many years of contract administration and management experience in both the non-profit and private sectors. Before coming to CU, she worked as a Contract Administrator Analyst at the Trizetto Corporation in Englewood, Colorado. Tina also has a Juris Doctor degree from the University of North Carolina at Chapel Hill.

In her new role, Tina will supervise two Contracts Administrators, as well as continue to work closely with Purchasing Services team members and campus departments to negotiate procurement agreements.

Congratulations, Tina!



The Hospitality Expo

Coming May 17 to Anschutz Medical Campus.

Register now – we want to 'CU there:

<https://www.surveymonkey.com/r/2016hospitalityexpo>