

FY25 Highlights: Faster Cycle Times and Higher Volumes

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November 19, 2025 by [Staff](#) [2]

Process enhancements and new tools deliver measurable benefits for PSC customers.

If you submitted a purchase request or contract last year, you may have noticed things moved a little faster. That improvement reflects ongoing efforts by the Procurement Service Center (PSC) to streamline processes and make your experience more efficient.

Please keep in mind that these numbers reflect the average time, and based on the complexity of your request, it can take much longer than the stated values. The PSC encourages you to start early to avoid delays.

Purchase Orders: Higher Volume, Faster Turnaround

For purchase orders requiring PSC review, FY25 showed notable progress:

- **Overall PO volume** increased **17.7%**, while **cycle times improved by 35%** compared to FY24.
- The introduction of the **Purchase Request Form** in October 2024 contributed to these gains. From launch through fiscal year-end:
 - Volume rose **19.2%**.
 - Cycle times improved **41.6%** versus the same period in FY24.

Category Highlights:

- **IT:** Volume up **26.5%**, cycle time down **18.8%**.
- **Scientific:** Volume up **26.5%**, cycle time down **50.7%**.
- **Professional Services & Other:** Volume up **9.7%**, cycle time down **42.9%**.

Contracts: Steady Growth and Efficiency Gains

Contracting activity also improved:

- **Overall contract volume** grew **15.6%**, with **cycle times improving by 8.2%**.
- By category:
 - **Scientific:** Volume up **30.5%**, cycle time down **31.7%**.
 - **IT:** Volume up **18.7%**, cycle time up **10.1%**.
 - **Professional Services & Other:** Volume up **10.3%**, cycle time down **18.7%**.

Explore More Metrics

For a deeper look at year-over-year trends, visit the [PSC Metrics website](#) [3]. The site

includes:

- Detailed comparisons of purchase order and contract volumes and cycle times.
- Links to **interactive dashboards**, updated monthly, so you can track ongoing improvements.

Why This Matters

These changes mean faster processing and fewer delays for PSC customers. Tools like the Purchase Request Form are helping us work more efficiently, and we'll continue to look for ways to improve your experience.

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