



**ProjectConnect**  
fast access to project opportunities

## 2009 ProjectConnect Supplier Survey

A survey of suppliers who used the ProjectConnect system to register interest against a listed project opportunity during 2009 was undertaken in November 2009. The purpose of the survey was to determine how often the ProjectConnect system was being used and what benefits were being obtained by suppliers.

In view of the downturn in economic activity during the year, it is not surprising to see a decrease in the number of companies that have tendered for and won additional work in this survey compared to 2008. Although the estimated amount of additional work of \$312 million is slightly down, it represents a significant return and shows that the system has continued to generate thousands of business leads, creating new business relationships that have brought valuable benefits for the users of ProjectConnect.

### ECONOMIC BENEFIT OF PROJECTCONNECT

During 2009, 2957 companies registered to supply a good or service that was listed on ProjectConnect.

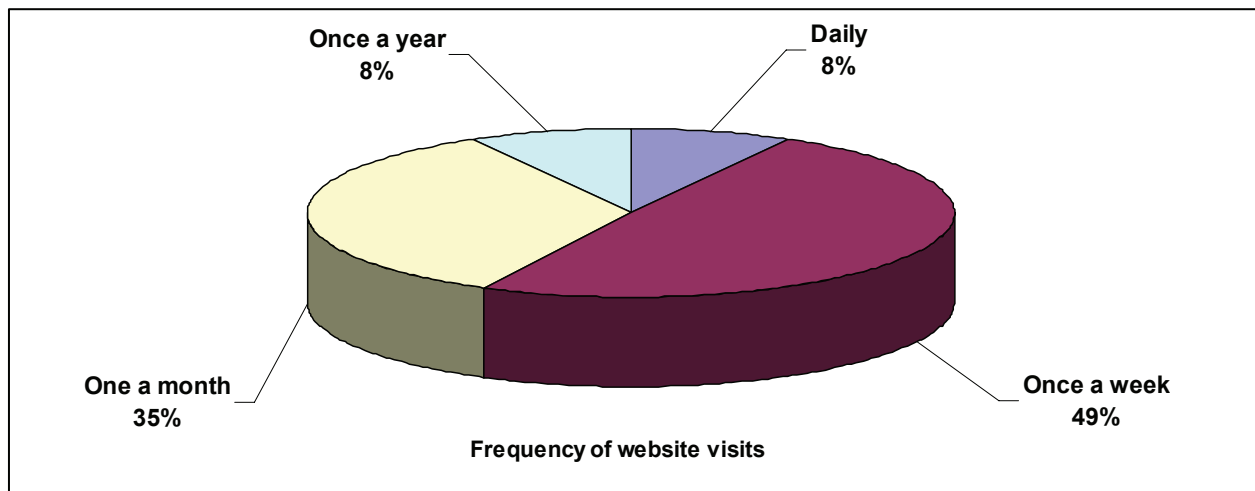
8% of supplier's that utilised ProjectConnect won additional work.

It is estimated that in 2009, 242 companies won \$312 million in additional contract work from utilising ProjectConnect.

### ANNUAL USAGE

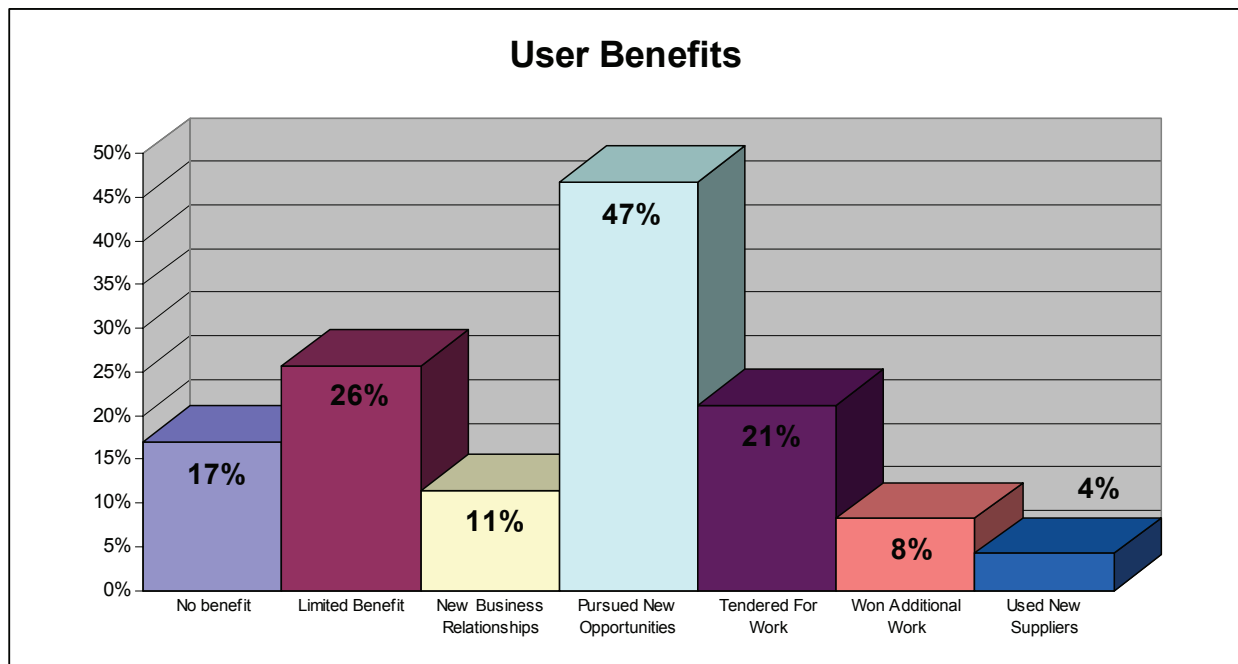
501 suppliers responded to the 2009 ProjectConnect user survey.

Companies were asked to identify how often they visited the ProjectConnect website. The graph below shows that 57% of the companies visited the website at least once a week. Another 35% visited the site at least once a month.



Companies were asked to identify what benefit the information provided on ProjectConnect had been to their organisation.

- 47% of respondents said the information they obtained from ProjectConnect had alerted them to at least one new opportunity which they had pursued.
- 11% of respondents stated that the use of ProjectConnect had allowed them to develop new business relationships with other organisations.
- 21% said that the information they obtained from ProjectConnect had led to them tendering for additional work.
- 8% of respondents had won additional contracts due to the information they had obtained from ProjectConnect.
- 4% of respondents said that the information they obtained from ProjectConnect had led them to identifying a supplier that they had purchased goods or services from (the survey excludes project buyers).
- 17% of respondents had yet to obtain a benefit from ProjectConnect.



34% of respondents provided feedback on problems they were experiencing with the website or ways ProjectConnect could be enhanced.

The below sets out the areas suppliers would like to see improvement in ProjectConnect. Items are listed in order of importance to suppliers. Typical supplier responses are provided for each item.

**1. Many suppliers would like to receive email alerts of new opportunities listed on the system.**

“A more automated advice system would be useful for projects identified as being of interest nominated by us.”

**2. Suppliers would like to receive more feedback from buyers on the outcome of their registrations.**

“We have submitted expressions of interest on a few opportunities but have never received any acknowledgement.”

**3. Suppliers need more training opportunities to make full use of the system.**

“No doubt I need some training to try and gain benefits using this system.”

“The way you register for opportunities is very confusing.”

**4. Suppliers would like to see more opportunities for small business participation.**

“From a small business point of view, there should be an area for clients looking to add contractors to their list. All of the packages are for the big players.”

“We need a means of promoting local SME manufacturers to connect at 2nd and even 3rd tier level in the supply chain.”

**5. Suppliers would like better ways make direct contact with the buyers.**

“Actually we'd like to be able to ask the client questions.”

“Supply contact phone number for procurement agents of projects.”

“I would like to see a more detailed breakdown of a project, such as project owner, main contractor and contractor for specific disciplines.”

I wish to thank suppliers that participated in this year's survey and the comments provided. These comments will assist us in improving the service to our clients even further and we look forward to providing you feedback on new features on the system over the next year.

Thank you again for your support of ProjectConnect.

Best Regards

Chris Pretorius  
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ProjectConnect