

VCA Inc. consolidates tail spend with Amazon Business

Business Prime Shipping drives staff productivity and growth



Name	VCA Inc.
Industry	Veterinary Medicine
Location	Los Angeles
Size	25,000
Website	www.vca.com

The Procurement Department at VCA Inc. relies on Amazon Business with Business Prime Shipping to better manage the innumerable, often time-sensitive purchases to their animal hospitals.



Business Prime Shipping **streamlines ordering and reduces costs.**



Faster deliveries **increase staff satisfaction and productivity.**



Increased spend visibility **improves account management.**

Supplying a multitude of purchasing needs

VCA is the largest of free-standing animal care providers nationwide, operating animal hospitals in 43 U.S. states and five Canadian provinces while also providing diagnostic services to thousands of independent animal hospitals.

While hundreds of pet care facilities fall under the VCA umbrella, VCA does not dictate how they provide care. “We advise; we provide options, and we let the hospitals focus on pet care,” explains David Karakas, director of procurement for VCA. “That’s because they know the pets and their owners a lot better than we do from our offices in Los Angeles.”

At VCA, procurement’s goal is to help its hospitals increase revenue and margin so those dollars can be invested back into its business. Karakas’ role is to replace a more than 15-year-old purchasing system used by thousands of employees at VCA.

This presents a unique challenge because much of VCA’s spend is considered tail spend, which is comprised of the small purchases dominated by one-off spot buys, off-contract “maverick” spending, purchases through purchasing cards, and those requiring expense reimbursements. Trying to manage the sheer volume of these smaller purchases would tax any procurement department.

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Director of Procurement,
VCA Inc.

Adding value with Business Prime Shipping

Karakas sees Amazon Business as VCA procurement’s “relief valve.” The Amazon Business marketplace provides an accountable, transparent mechanism where employees can purchase items every hospital needs, from office supplies to light bulbs to trash bags. And with Business Prime Shipping, those needs are filled fast.

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When dealing with smaller, everyday items, two-day delivery also helps limit waste and duplication. “We’ve seen multiple data points where people in the same hospital order the same items because the original order didn’t arrive within a certain period of time. The two-day delivery helps avoid that.”

Business Prime Shipping, with its two-day shipping, saves VCA time and contributes to the company’s bottom line, helping the company “drive profitability sooner rather than later.”

“Time is the most valuable commodity that we have,” Karakas says. “If I can give employees more time by simplifying purchasing, then our hospital teams can spend more time on serving clients and their pets, and that’s the goal.”

Learn more about how you can streamline shipping for your organization at amazon.com/businessprimeshipping.

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