

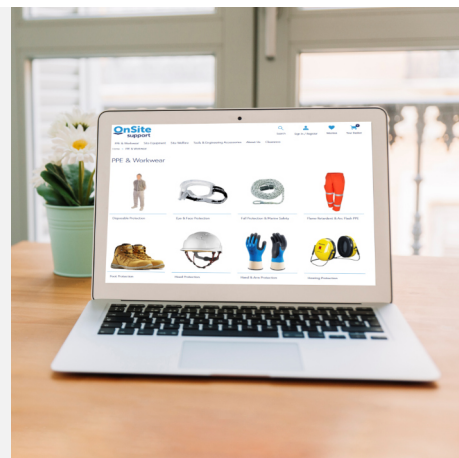
CASE STUDY OnSite Support

SOLUTION B2B Ordering Portal



For nearly 50 years, OnSite Support has been a trusted and leading supplier to the UK construction industry. Their mission is to support every single person in the construction industry to work better, safer and more sustainably.

Their strength lies in offering expert support, exceptional service and reliable delivery, whether serving major contractors, infrastructure projects or local businesses. To meet complex customer procurement requirements, a comprehensive and sustainable digital ordering portal is imperative.



Project Highlights



Self-Service Procurement

The new self-service Ordering Portal gives customers full control over procurement through user and approval management, budgets, spend controls, reporting, and multi-site visibility, reducing administrative effort while improving governance, compliance, and spend management.



Industry Recognition

The solution has earned shortlist nominations for the UK eCommerce Awards 2026 (B2B Website of the Year), UK eCommerce Awards 2026 (B2B eCommerce Website of the Year), UK Digital Excellence Awards 2026 (Standout Platform, Technology or Tool), and NTA Awards 2026 (Digital Transformation of the Year).



Personalised Experiences

Delivers tailored purchasing experiences through company, project and site-specific catalogues, pricing and buying controls, while embedded approval workflows, spend limits and cost code assignment ensure compliant, efficient procurement with greater visibility and control across the organisation.



Configurable Workflows

The B2B Ordering Portal enables customers to create tailored approval workflows with configurable spend thresholds, approvers and purchasing permissions, automatically enforcing procurement policies to improve control, compliance and governance without slowing down purchasing processes.



Advanced Reporting

Comprehensive reporting on spend, budgets, user activity and compliance, alongside flexible procurement controls such as custom purchase orders, restricted delivery addresses and multi-user purchasing features, enabling organisations to make more informed, cost-effective purchasing decisions.



Role & User Management

Empowers customers to self-manage users, roles, permissions, budgets and product access, delivering a scalable procurement solution that reduces administration, strengthens purchasing controls and ensures users only access the products, pricing and workflows relevant to their role.



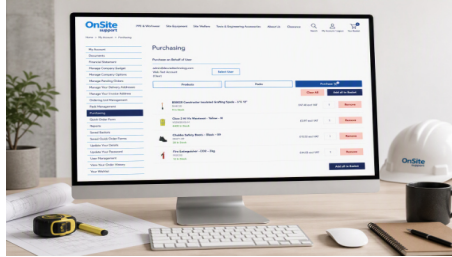
www.redtechnology.com
info@redtechnology.com
01865 880 800



Project Overview

Having partnered with the UK construction industry for almost 50 years, OnSite Support understands the challenges construction businesses face when managing procurement across multiple sites, projects and teams.

To help customers navigate these challenges, OnSite Support partnered with Red Technology to launch a new procurement-focused Ordering Portal powered by the Red Technology's adaptive ecommerce platform.



The project was built using Red Technology's B2B Ordering Portal Accelerator, extending its Digital Storefront with advanced procurement functionality designed specifically for organisations that need more than a traditional ecommerce website.

The Ordering Portal also provides a central hub for managing procurement activity, giving customers access to account information, invoices, order history, budget reporting and account management tools in one place. Additional functionality such as order-on-behalf purchasing, restricted delivery addresses, custom purchase order formats, multi-user baskets and automated alerts helps simplify even the most complex procurement processes.

Behind the scenes, integration with Microsoft Dynamics 365 Business Central ensures product information, pricing, customer data, orders and financial information remain synchronised across the business. This creates a seamless experience for customers while providing OnSite Support with a scalable platform capable of supporting future growth.

By combining the flexibility of the ecommerce platform with the advanced procurement capabilities of the B2B Ordering Portal Accelerator, OnSite Support has created a sector-leading Ordering Portal that reflects how construction businesses actually buy. The platform gives customers greater control, visibility and accountability over procurement, whilst reducing administration, improving compliance and helping projects keep moving efficiently.

“*Our new customer ordering portal is industry leading - putting full control of procurement into customers' hands. They've been amazed by its features, ease of use, and speed.***”**

Technology & Systems Manager, OnSite Support

Project Integrations



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www.redtechnology.com
info@redtechnology.com
01865 880 800

