

Vendor Enablement Process Optimization



Industry

Manufacturing – Diversified Machinery

Overview

Global organizations face challenges in their vendor enablement process spread across multiple locations. This is because of the inefficiencies in integrating information from various ERP systems, recruitment, training and managing issues. Also, the involvement of different geographies and languages tend to pose as a huge challenge. Web based supplier portal along with conventional communication methods yield significant optimization benefits.

Supplier Enablement Services for an American Multinational Energy Conglomerate



Client

A leading US based company that has a strong set of global businesses in infrastructure, finance and media.

Business needs

The data fetched from various ERP systems was required to be populated into a centralised Supplier Master File (SMF) template post completion & validation.

The following documents (if missing) were required to be collected from the vendors:

- Mutual Non-Disclosure Agreement
- Supplier Integrity Letter
- Country Specific Tax Documents (example W9 for USA)

Challenges

- More than 50 thousand suppliers to be reached globally
- Consolidating the vendor information across multiple geographies into a centralised portal
- Integrating information from various ERP systems into a single master file
- Recruitment, training & management of temporary workforce based out of various regions and with different languages

Datamatics' Solution

Datamatics provided a hosted, web-based e-supplier portal based on its ePM technology for updating the supplier master information.

- The e-supplier portal along with our multi-lingual outsourced services supports customer's process automation strategies. Thus, significantly reducing cost in comparison to in-house processing methodologies
- The portal is seamlessly integrated with different ERP systems of the client Global Deployment with centres in North America, Germany, China, India, Bosnia and South America
- The Datamatics processing team uses conventional communication methods using phone, fax email along with intelligent interactive web forms to procure required information from suppliers
- Local requirements regarding information gathering of specific geographies has been built in to the portals
- Global locations, preferences and supplier population distribution is considered to develop user friendly GUIs, to ensure quick response and maximize results in information procurement from the suppliers

Datamatics' Advantage

- Global Information Technology (IT) & Business Process Management (BPM) organization taking you forward on your route to Digital Transformation
- Trusted partner to several Fortune 500 companies globally
- Capabilities built around technology, domain expertise & knowledge of business processes
- Alliances with global technology leaders such as Microsoft, IBM & EMC²
- More than 7,500 employees globally
- Certified for SEI CMMI Level 4 V1.3, ISO 27001:2013 & ISO 9001:2008
- SSAE 16 compliant processes
- Global presence: U.S., UK, Australia, Dubai & India

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Approach

- Deployed a Transition framework to establish a smooth interface between delivery team and the client
- Planned a two week parallel transition phase that ensured flawless knowledge sharing
- Deployed EPM "Supplier Portal" solution for the client for document repository
- Migrated 50,000 vendors to Datamatics' in-house tool "EPM" which acted as a mechanism for tracking Vendor's status
- Worked closely with the sourcing heads to map the supplier's response rate and deployed communication strategy to reach out to 50,000 globally based Suppliers
- Deployed a team of foreign linguists (French, German, Spanish, Polish, Chinese, Portuguese, Serbian) etc. to achieve the anticipated client's expectation

Benefits

- Around 30% cost savings based on annual baseline
- Online validation of Supplier master data in the e-supplier portal
- Availability of secondary database for any restoration of information & documentation
- Auto alerts & reminders to suppliers based on the specifications or reaching of a particular milestone within the workflow
- Workflow-driven approach for approval routing and e-mail notifications

Process

