



Concept: Vendor Management

Contract Management Facts:

- Eighty percent of enterprises are using manual or only partially automated processes (Aberdeen Group)
- On average, companies track only 68% of all sales contracts. This means that a large portion of customers are not being properly attended to (Aberdeen Group).
- According to an IACCM survey of about 100 Global 2000 companies, 81% of companies report that just locating a contract is problematic.

What Contract Management Software Can Do for Your Organization

With the right contract management processes and tools in place, your organization can achieve the following benefits:

- Improve compliance by 55%
- Reduce administrative costs by 20-30%
- Reduce contracting cycles by 50%
- Increase savings on discounts and rebates by 25-30%
- Improve contract renewal rates by 25%

Source: Aberdeen Group

Overview

In today's competitive marketplace, many companies have moved from a single vendor to a multi-vendor platform. Managing the numerous individuals and companies you do business with is crucial for developing valuable relationships. Ensuring that correct vendor information is entered, and updating relevant contracts with new information in a timely manner are two major pain points of vendor management. To improve the vendor management process, it is important to track and evaluate vendors on a regular basis. Not only will regular monitoring of vendors ensure they are meeting your expectations, it will also allow you to proactively take measures to seize opportunities or mitigate risks.

How UpsideContract Can Help You

UpsideContract offers several methods to handle vendor entry and evaluation. The main tool used for vendor entry is Business Entities. This allows users to easily manage vendors in one area. Performance Metrics are used to evaluate vendors on factors that are important to your organization and specific to your standards. There are many other related features that can be used in conjunction with Business Entities and Performance Metrics to assist in vendor management.

Business Entities – Area used to create and maintain vendors in the application.

- Allows you to maintain the vendor's contact information.
- Defines what relation the company has to your organization as well as any parent companies or subsidiaries of the vendor.
- Used to assign and/or update Performance Metrics.

UDFs – User Defined Fields collect additional information about vendors based on your organization's requirements.

- Provides the ability to collect additional or custom information not easily captured through standard fields.
- UDFs are accessed through Business Entities and work in conjunction with eForms.

Performance Metrics – Assigned to vendors, Performance Metrics define the evaluation criteria and schedule (frequency of evaluation).

- Defines if the Performance Metric is required or optional for vendors.
- Allows you to define how often you want to evaluate the vendor for a specific Performance Metric.
- Configures how you want to evaluate vendors (rating system).

eForms – Collects additional information about vendors entered in the application.

- Collects information pertaining to a vendor (UDFs) in an organized format.



About Upside Software

Upside Software is the worldwide leader in Contract Lifecycle Management (CLM) solutions. Customers around the globe use Upside Software's suite of products to confidently perform Contract Management, Commitment Management, Sourcing & Procurement, and Invoice & Billing management activities throughout their organizations.

Upside Software's products address the needs of Enterprise (e.g. Fortune 500, Global 2000), Public sector (Federal, State / Provincial, Municipal and Health Care), and Small & Medium Enterprise (SME) customers. Customers realize significant cost savings while improving customer and supplier relationships. Upside Software's solutions are deployed in as little as 3 days and typically provide a full return-on-investment (ROI) in under a year.

Founded in 2000, Upside Software is a profitable, rapidly growing software company with an advanced, yet mature, and comprehensive product suite. The company has extensive experience delivering real value to customers of every size and in most industry verticals.

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- Defines if the eForm is required or optional for each vendor.
- An eForm's workflow can be customized to be used with Business Entities. Business Entity Workflow can also be adjusted to reference an eForm.

UpsideForms – Flexible and configurable forms used in conjunction with Performance Metrics to further evaluate your vendor's performance.

- Allows users to create a detailed evaluation for a vendor.
- Custom features can be configured for the form.
- An UpsideForm can be linked to a contract type in UpsideContract as well as to a vendor/supplier and also can be created at a project level.

Business Entity Merge – Feature used to combine two vendors into one. Used for business mergers and dual entry of the same vendor.

- Allows users to create a detailed evaluation for a vendor.
- Ability to undo changes that occurred during the merge.
- Updates and tracks all contracts that were using the vendor which was merged into another vendor.

Supplier/Customer Performance – Allows users to track information about a vendor and their interactions with contracts in the application.

- Allows users to track all contracts a vendor is involved with.
- Based on a vendor's performance, users can suspend contracts issued with the vendor. These contracts can be reinstated at a later date, if required.
- Provides the ability to add additional items (Events, Performance Metrics, Compliance Items and Attachments) directly to the vendor. These items can be used to evaluate a vendor on specific details or list additional information about the vendor.

On Demand Creation – Allows users to add vendors during the contract creation process.

- Provides the flexibility to enter a vendor while the contract is being created. The created vendor is used as the contractor on the contract.
- Vendors inserted with this feature can be maintained from Business Entities.

Interfaces – Configurations which enable vendors to be entered from an external software application.

- Allows users to insert vendors into the application from a 3rd Party Software application (i.e. Oracle, PeopleSoft, SAP, Great Plains, etc.).
- All vendors entered through an interface can be accessed from Business Entities.
- Enables a large quantity of vendors to be quickly entered into the application.

Vendor Management Tips

Vendor management can be a painless process by following a few simple guidelines:

- Share your top priorities with vendors to ensure they are aware of them.
- Obtain solutions with features that fit your organization now and allow room for growth in the future.
- During the evaluation process, narrow down the choices to your top two vendors. Engage in negotiations with the top two (rather than just one vendor) to encourage friendly competition.
- If you are looking to build long term relationships with your vendors, avoid overly aggressive maneuvers for short term gain.