

Category Management Services

With 4Gen IT Supply Management, you'll have the tools you need to manage your IT investments in every **category** for as long as you own them. Our integrated services not only help you get the best **deal**, but also work over time to ensure that your **suppliers** deliver against their commitments. Plus, we can help you build, implement and refine your sourcing **strategies**.

Our services let you:

- Determine the right strategies for each category (multi-source vs. sole-source, centralized vs. decentralized purchasing, etc.)
- Develop and implement standards that are critical to category management success
- Assign category priorities to match business goals
- Smooth out the bumps of deploying new technologies and services

Category Management Lifecycle

Servers. Software. Hosting providers. These are just a few of the many IT categories that must be continuously managed and integrated. Our services help you develop goals and plans for monitoring performance by category—and across interrelated categories. They help you manage assets, leases and catalogs. And they help you to make better use of your investments, and that results in a better ROI.

Our Critical Success Factors

- Mapping of cross-category dependencies
- Provisioning of cross-functional teams focused on cooperation and communication
- Appraisal of critical category effectiveness metrics
- Integration with and support of IT strategy and governance
- Injection of resources over entire category management lifecycle, including as-needed participation by other disciplines (Architecture, Infrastructure, Application, Service, etc.)

Category Management Services

- Effectiveness Analysis
 - Quality/Reliability/SLA's
 - Fit to Need and Satisfaction
 - Dependency Mapping
- Ongoing Category Management
 - Standards and Policies
 - Compliance Monitoring
 - Demand Management
 - Contract Standardization
- Category Lifecycle Planning
 - Re-bid/Retire/Renegotiate
 - Category Convergence
- Merger/Acquisition/Divestiture
- Asset Management
- Catalog Management
- Lease Management



Get More from Your IT Investments

To get the best return on your IT investments, you need total integration and active oversight of all Supply Management Lifecycles—deal, category, supplier and strategic sourcing. 4Gen gives you clearly defined tools and processes to manage your IT investments properly. We can drive each lifecycle for you or establish frameworks to assist your team. Either way, we have the services to bring these Supply Management Lifecycles under your control.



integrated thought for IT

CHICAGO | DETROIT

Call: 1.866.759.4Gen (4436)

Write: DealTeam@4Gen.com

Visit: www.4Gen.com

4Gen Can Add Value for Category Management—Even to the Most Successful IT Team

No matter how well your IT department is performing, or how comprehensive your category management approach, our services can help you improve effectiveness and boost ROI.

Confusion/Clarity Gauges

How well is your IT team handling the Category Management Lifecycle?

Evaluate their effectiveness for three key areas:

MUCH CONFUSION	SOME CLARITY/SOME CONFUSION	MUCH CLARITY
Enterprise Software Management		
<ul style="list-style-type: none"> Unsure what software is used/unable to support users Unsure about compliance with software license terms Constant purchasing of new licenses (no reuse) Use of many suppliers/inconsistent pricing Use of multiple software packages for same purpose Unsure if all installed software is being used Modules of ERP software are not integrated No architecture/plan for number of instances and versions 	<ul style="list-style-type: none"> Aware of some software packages/providing some user support Confident about compliance for some software Reuse of some licenses Leveraged pricing negotiated on some software Some standardization Usage of some software is monitored Some ERP modules are integrated 	<ul style="list-style-type: none"> Know all software being used/all software supported Confident about compliance for all software Reuse of all licenses Leveraged pricing negotiated on all software Total standardization Usage of all software monitored Total integration of ERP modules Architecture/plan for number of instances and versions
VoIP		
<ul style="list-style-type: none"> Multiple vendors with no corporate contract savings Totally uncoordinated use of wire and VoIP Available features not used Supplier-determined performance criteria Unsure of internal customer satisfaction 	<ul style="list-style-type: none"> Some contracts with savings Some coordinated usage of VoIP Some advantage taken of available features Some scorecarding of supplier performance Variable feedback on service and performance levels 	<ul style="list-style-type: none"> Corporate contract savings for all wire and VoIP Totally coordinated usage of VoIP to save money Full advantage taken of wire and VoIP features Consistent scorecarding of supplier performance Consistent standards for customer feedback/high internal satisfaction
Server & Data Center Management		
<ul style="list-style-type: none"> Use of multiple makes and models Use of many suppliers/inconsistent pricing No standardization of components/inadequate user support Frequent integration problems Inconsistent/unpredictable delivery times Inadequate staff to manage multiple technologies Time-consuming and costly training 	<ul style="list-style-type: none"> Use of fewer makes and models Use of some preferred vendors Some standardization/some effective support Occasional integration problems Somewhat predictable delivery times Reasonable training costs and time for some areas 	<ul style="list-style-type: none"> Use of preferred makes and models Use of preferred suppliers/value pricing Total standardization of components High integration Predictable/closely monitored delivery times Reasonable training costs and times for all areas Adequate staff
<p>How 4Gen Can Help:</p> <ul style="list-style-type: none"> Assess category performance on multiple dimensions Establish category goals and metrics Develop and deploy alternatives and best practices Guide category teams to improve effectiveness 	<p>How 4Gen Can Help:</p> <ul style="list-style-type: none"> Targeted intervention to improve category performance Assist teams in establishing goals and metrics Recommend implementation of best practices Provide specialized skills to category management teams 	<p>How 4Gen Can Help:</p> <ul style="list-style-type: none"> Evaluate category performance and recommend improvements Conduct benchmark and market analysis Assess compliance with IT Supply Management standards Provide category resources to respond to peak demand

Contact 4Gen for a Category Management Lifecycle Assessment or a full evaluation of your team and process.

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