

# Supplier Management Services

With 4Gen IT Supply Management, you get integrated services that ensure your **suppliers** are giving you their best performance, as well as their best **deals**. You also get tools to manage your IT investments in every **category** for as long as you own them. Plus, our services can help you build, implement and refine your sourcing **strategies**.

We give you the tools to:

- Monitor supplier performance across all deals and categories
- Leverage your buying power to gain greater value
- Develop deeper and more collaborative supplier relationships
- Determine the right mix of in-sourced and outsourced services

## Supplier Management Lifecycle

In today's complex IT world, it's essential to find the best suppliers and build lasting relationships with them. That's why we've developed services to help you manage every aspect of the supplier relationship, from evaluating a potential vendor's viability to joint scorecarding to meet each other's goals. We understand that when you're getting the most from your suppliers, you're improving your bottom line.

## Our Critical Success Factors

- Developing supplier/customer relationships based on core values
- Evaluating your supply base for redundancy and risk
- Deploying communication, conflict resolution, relationship-building and negotiation skills
- Smoothly managing transitions (outsource, in-source, merger/acquisitions, change of provider, etc.)

## Supplier Management Services

- Initiate Supplier Management
  - Train Supply Management Teams
  - Supplier Segmentation and Alignment
- Supplier Evaluation
  - Viability Assessment
  - Performance Assessment
- Supplier Collaboration
  - Build and Sustain Relationships
  - Relationship Recovery
- Merger/Acquisition/Divestiture
- Transition 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 Supplier Management—Even to the Most Successful IT Team

No matter how well you manage your suppliers, or where you are in the Supplier Management Lifecycle, our services can help you improve efficiency and boost ROI.

### Confusion/Clarity Gauges

*How well is your IT team handling the Supplier Management Lifecycle?*

Evaluate their effectiveness for three key areas:

MUCH CONFUSION	SOME CLARITY/SOME CONFUSION	MUCH CLARITY
<b>Supplier Performance Management</b>		
<ul style="list-style-type: none"> <li>No performance metrics defined for suppliers</li> <li>No measuring/tracking of supplier performance</li> <li>No tools to track performance over time</li> <li>No performance incentives/penalties for non-performance</li> <li>No regular supplier meetings</li> </ul>	<ul style="list-style-type: none"> <li>Some metrics defined for some suppliers</li> <li>Some measuring/tracking of supplier performance</li> <li>Some tools for tracking performance over time</li> <li>Some performance incentives/penalties for non-performance</li> <li>Some regular supplier meetings</li> </ul>	<ul style="list-style-type: none"> <li>Performance metrics defined for all key suppliers</li> <li>Performance measured/tracked for all key suppliers</li> <li>Easy-to-use tools for tracking performance over time</li> <li>All key suppliers have performance incentives/penalties for non-performance</li> <li>Regular performance review meetings with suppliers</li> </ul>
<b>Supplier Segmentation</b>		
<ul style="list-style-type: none"> <li>Uniform treatment of all suppliers</li> <li>Greatest attention paid to most vocal suppliers regardless of importance</li> </ul>	<ul style="list-style-type: none"> <li>Supplier segmentation within some categories</li> <li>Some attention paid to important suppliers/some to vocal suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Supplier segmentation across all categories</li> <li>Resources/time allocated according to importance</li> <li>Greatest attention paid to most important suppliers</li> </ul>
<b>Supplier Relationships</b>		
<ul style="list-style-type: none"> <li>Staff unskilled at building supplier relationships</li> <li>Staff overly focused on supplier mistakes</li> <li>Staff overly focused on avoiding all conflict</li> <li>Staff have unrealistic performance expectations</li> <li>Staff do not treat suppliers with integrity and respect</li> </ul>	<ul style="list-style-type: none"> <li>Some staff skilled at building relationships</li> <li>Some staff assertive in managing issues</li> <li>Some staff have realistic performance expectations</li> <li>Some staff treat suppliers with integrity and respect</li> </ul>	<ul style="list-style-type: none"> <li>All staff skilled at building supplier relationships</li> <li>All staff have realistic performance expectations</li> <li>All staff recognize and reward positive performance</li> <li>All staff assertive in managing issues</li> <li>All staff treat suppliers with integrity and respect</li> </ul>
<p><b>How 4Gen Can Help:</b></p> <ul style="list-style-type: none"> <li>Define realistic joint performance metrics</li> <li>Develop joint incentive/reward program</li> <li>Provide negotiation/conflict management support</li> <li>Rationalize and segment suppliers by category</li> </ul>	<p><b>How 4Gen Can Help:</b></p> <ul style="list-style-type: none"> <li>Targeted evaluation of supplier performance</li> <li>Manage joint incentive/reward programs</li> <li>Conduct market searches and viability analysis</li> <li>Plan and manage supplier transition events</li> </ul>	<p><b>How 4Gen Can Help:</b></p> <ul style="list-style-type: none"> <li>Assess performance metrics to determine effectiveness</li> <li>Assess incentive programs to identify areas for improvement</li> <li>Provide peak support for supplier transition events</li> <li>Facilitate multi-supplier collaboration</li> </ul>

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

[www.4Gen.com](http://www.4Gen.com) | 1.866.759.4Gen (4436)