An On-Demand Solution for Supplier Management

The Best-Run Businesses Run SAP™

Better supplier management for better business performance

Supplier management, once considered a nonstrategic operational process, is now in the executive spotlight – and for good reason. In today's world of tight margins, global supply bases, and regulatory complexity, leading companies know that the ability to manage suppliers effectively can help ensure quality, improve business performance, and drive profitability.

The good news for most organizations is that when it comes to supplier management, there's ample room for improvement. It all starts with a flexible, searchable, central supplier information repository that enables 360-degree supplier visibility.

With this foundation in place, you can streamline supplier management. For example, you can automate supplier qualification, speed the onboarding process, optimize supplier evaluation, and vastly improve performance management. At the same time, you want to achieve all this quickly, without long implementations and up-front capital costs.

SAP can help. The SAP® Supplier Management OnDemand solution – a hosted, subscription-based offering – helps you make the right sourcing decisions, collaborate with suppliers, and manage them more effectively and efficiently, at a lower cost, year after year.

Supplier onboarding and qualification

Supplier onboarding and qualification

Ongoing supplier development and performance management

Comprehensive supplier information management

The jump start you need

SAP Supplier Management OnDemand supports a collaborative environment that makes it easier for you to manage and work with your suppliers on a daily basis. When it comes to supplier onboarding, for example, suppliers can use self-service features to submit an online form requesting that you list them in your supplier database. They can add information about themselves in areas such as business classification, categories of goods and services, insurance details, diversity qualifications, and environmental sustainability credentials, to provide a few examples. Then, by using workflow functionality, the right sourcing professional can review the application for approval – at which point the supplier is entered into your database, becoming eligible for future sourcing activities.

Robust templates, meanwhile, help speed the creation and publishing of requests for information (RFIs) used for qualifying suppliers. You can set preferences on specific sections and questions in your RFIs, weight them according to your priorities, and automatically score responses to filter and compare suppliers. Analytical functions enable side-by-side comparison reports for easier decision making. The software also supports unstructured attachments and question-and-answer sessions via a discussion board.

Ongoing supplier development and performance management

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A good supplier is hard to find – and when you find one, you'll want to develop it into a great supplier that meets your needs over the long term. SAP Supplier Management OnDemand helps you do this with tools that allow you to set up, execute, and monitor supplier development projects, such as supplier due diligence and annual diversity certification.

The solution also enables your team to more effectively collaborate with your suppliers, delivering tools for predefining and monitoring process steps, activities, and milestones for projects such as environmental sustainability initiatives. You can even proactively manage collaboration with suppliers via alerts and notifications regarding program execution, responses to requests, and much more.

In addition, SAP Supplier Management OnDemand empowers you to analyze supplier performance, track performance metrics for each supplier, and manage alerts regarding exceptions and maintenance. You can configure and maintain user-defined scorecards to measure performance for each supplier based on multiple dimensions and metrics. You can also predefine scorecard templates, which can be applied to supplier records on a periodic basis. Then you can then share these scorecards with suppliers at summary and detailed levels to drive collaboration and improve performance.

Comprehensive supplier information management

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Supporting a central data repository for supplier profile information, credentials, and certifications, SAP Supplier Management OnDemand gives you one-stop access to up-to-date supplier information. Records can be classified by specific categories, organized by parent-child relationships, and pulled into performance dashboards. The supplier information model is extensible, so you can include unique attributes in any central supplier profile.

With the self-service features, suppliers can maintain their own profile and update their records via a portal – which lowers your cost of master-data maintenance. Supplier-entered data, furthermore, is subject to workflow approval before it's added to the supplier data repository. You can also implement a program for ongoing supplier information updates with triggers to help ensure that supplier data is always fresh and reliable. And with all this data at your disposal, you can quickly analyze and assess your suppliers to mitigate risk and help ensure business sustainability.

In addition, SAP Supplier Management OnDemand is integrated with SAP on-demand solutions for strategic sourcing and contract lifecycle management. This enables you to more effectively manage your suppliers throughout the duration of your relationship.

The jump start you need

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SAP Supplier Management OnDemand is offered according to a subscription-based model that allows you to get up and running quickly without the up-front capital costs associated with on-premise implementations. What's more, once you start working with the solution, you can leverage SAP's experience to support the successful launch of your supplier management program. Key services as part of the complete solution include:

- **Onboarding** – Our onboarding service includes a quick deployment that lets you begin using SAP Supplier Management OnDemand in a matter of days. Predefined templates are used to load key master data, and training materials are user-friendly and concise.
- **Ongoing support and services** – We provide help-desk and functional support that enables your users to get questions answered quickly. In addition, we provide optional services including a supplier help desk to assist your suppliers, along with strategic business services to help you define your supplier management strategies and evaluation methodologies.
- **Value-added services** – We can help you tailor the solution to better meet your needs. For example, we can lead blueprinting exercises to help you model and build strong supplier management business processes. And if you choose, we can assist in adding supplier profile and scorecard templates to the solution, load historical supplier information, and configure key role-based dashboards for your business users.

Greater visibility, better decisions

Greater visibility, better decisions

In the end, SAP Supplier Management OnDemand helps you achieve the kind of visibility into supplier information and performance metrics that you need to make well-informed decisions. Through automated supplier onboarding, self-services, and well-managed supplier performance and development programs, you can deepen and enrich collaborative supplier relationships across your supplier base. And with automated processes, alerts, and workflows, you can also streamline supplier management for vast improvements in efficiency.

Better supplier value through better supplier management: that's what you get with SAP Supplier Management OnDemand.

Summary

The SAP® Supplier Management OnDemand solution is a subscription-based offering that helps you optimize supplier management, including onboarding, information management, evaluation, and performance management. With full supplier visibility, you can make decisions that boost profitability while enabling superior supplier management.

Objectives

- Improve visibility of supplier data and improve related decision making
- Contain supplier management costs through process standardization
- Continuously measure supplier performance
- Collaborate with these business partners throughout the supplier management lifecycle

Solution

- Supplier onboarding and qualification tools with self-service functionality
- Supplier development and performance management tools to increase supplier value
- Supplier information management functionality to maintain and share supplier data across the enterprise

Benefits

- Full transparency for supplier information and performance metrics to support better-informed decisions
- Deeper, richer, more collaborative supplier relationships
- Faster cycle times with automation and streamlined supply management process

Learn more

To find out more, call your SAP representative today or visit us online at sourcing.ondemand.com.

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