

Supplier Management

■ **Financial Services** make extensive use of third party suppliers to provide BPO (Business Process Outsourcing), IT run and IT change services.

Company performance is increasingly dependent on supplier performance and change projects are often dominated by supplier considerations. Supplier relationships are often fraught. Expectations, on both sides, are missed and counter productive tensions inhibit working together.

We have extensive experience of working with customers and their suppliers to deliver change programmes successfully and to improve operational performance.

Helping clients with...

Supplier service assessment

Supplier selection

Contract negotiations and support

Outsource to outsource supplier migration

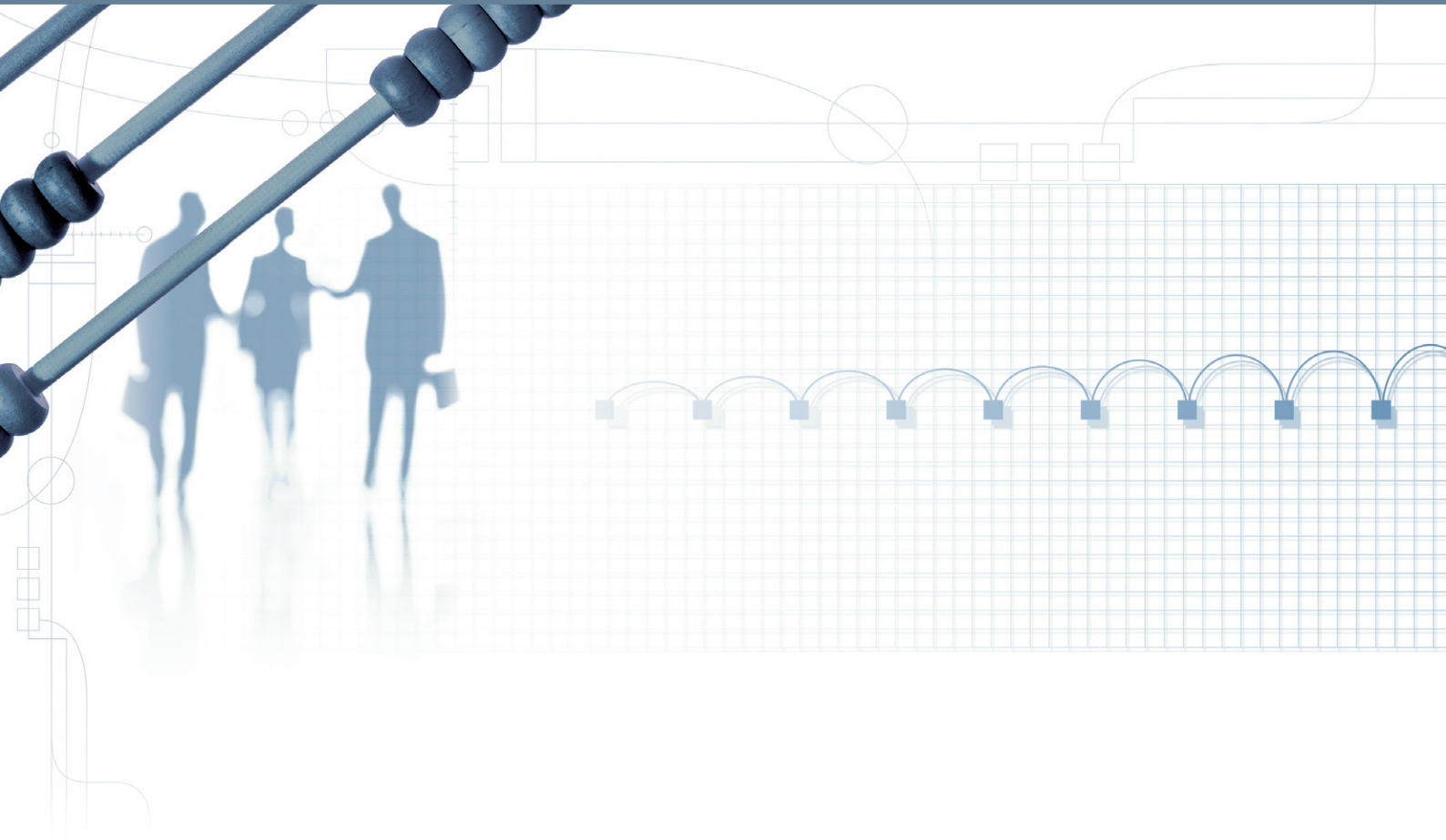
Helping clients to...

Assess the performance of either the entire supply chain or specific suppliers to ensure that they are meeting agreed objectives and expectations. If the performance is unacceptable, to work with the clients and suppliers to design, develop and implement appropriate remediation plans.

Define supplier requirements, run the supplier selection process and work with the client to develop appropriate recommendations to meet the business requirement.

Develop the negotiating strategy and approach, prepare contracts and schedules, support the negotiation itself, develop the final schedules. Design, develop and implement a 'Guide to the Contract' to support project delivery and provide periodic contract review.

Achieve, despite the unique challenges of this kind of supplier migration. These include challenges around: lack of business understanding, termination negotiations and new supplier planning, joint working with incoming and outgoing suppliers, managing clients and supplier behaviours.



Client Examples

Co-operative Financial Services

Programme partners (supporting, leading and coaching) for the design, planning and delivery of a large scale migration of outsourced suppliers for a major UK ATM estate. Project involved the migration of: ATM maintenance, cash forecasting, transaction switching (acquisition and issuer traffic) and ATM infrastructure.

Blackburn with Darwen Borough Council

The supplier service assessment was reviewed jointly with the client and supplier teams on an objective co-operative basis. The service performance metrics were agreed for each service and then market tested to establish performance against local authority and broader market norms. A multi-faceted strategy was then agreed with the Council on how improvements were to be achieved. This is currently being implemented.

Barclays Hardware Maintenance Supplier Review

The supplier service assessment analysed the essential differences between the incumbent supplier and competitive bids and identified a new supplier at significantly lower cost, higher response and service standards and radically modernised approach. The assessment included technical, commercial and legal criteria. The transition to the new supplier was achieved in 8 weeks with enhanced service levels achieved from Day 1. We managed the assessment and the transition with Barclays and the new supplier service managers and staff.