



decisyon

Unifying People, Process, Data & Things

CASE STUDY

DECISION'S VENDOR MANAGEMENT SOLUTION

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Real-time Data Collection & Supplier Intelligence

The vendor management solution pulls data from different data sources and systems, and combines that information for reporting purposes directly in the solution. Previously, that information was managed using hundreds of separate spreadsheets. The company has many internal repositories where it manages information related to its external partners. Information is collected from different systems and processes: connected systems such as SAP, Clarity and TrackWise; information coming from the web from semantic search; and information that is manually input by users. The solution leverages Decisyon's internal repository capability to manage all of this information in a structured way (Figure 2).

External Supplier	Status	Partner Type	Lead Region	Lead	Supplier Market Coverage (List)	Used Technology List
Supplier 38	Execute	License	NA	Fay Watson	US and Canada	FF solids (PVC)
Supplier 58	Execute	Common technology	NA	Kevin Spacey	US and Canada	FF paraneural
Supplier 78	Execute	License	NA	Tom Spoutant	US and Canada	FF solids (PVC)
Supplier 12	Execute	License	EMEA	Stanislav Lac	Europe	FF paraneural
Supplier 125	Execute	License	EMEA	Sting	-	FF liquids
Supplier 37	Execute	License	EMEA	Stanislav Lac	Europe	FF solids (PVC)
Supplier 42	Execute	Common technology	EMEA	Frank A. Clark	Europe, Middle east and Africa, Latin America, Apac, Local market	FF paraneural
Supplier 43	Execute	Common technology	EMEA	Frank A. Clark	Local market	FF solids (PVC)
Supplier 44	Execute	Common technology	EMEA	Frank A. Clark	Local market	FF semi solids
Supplier 48	Closed	Special technology	EMEA	Sting	Apac	FF semi solids
Supplier 52	Execute	Common technology	EMEA	Fay Watson	US and Canada, Europe, Latin America, Apac	FF paraneural
Supplier 64	Execute	Special technology	EMEA	Stanislav Lac	Europe	FF other
Supplier 9601	Propose	Special technology	EMEA	Joan Blings	Europe	FF packaging
Supplier 62	Execute	Common technology	APAC	Andrew Carnegie	US and Canada, Europe, Middle east and Africa, Latin America, Apac, Local market	FF semi solids, FF liquids

Figure 2: Supplier Data brought in from SAP

Supplier Surveys

The survey capability enables the business to collect information directly from suppliers to obtain a 360-degree view. Business users own the process -- they can create and define new templates autonomously, without depending on the IT department. Business users define the questions, the related answers, and for each answer the related score. Decisyon 360 manages the survey campaigns, and transforms all the collected data into reports within the customer's vendor management solution (Figure 4).

Survey Element 1	Survey Element 2	Survey Element 3	Delete	From 80 unanswered questions	Manually Completed	Questions Completed
PRODUCT: savior 31 - sales >100						
TECHNOLOGY: technology partner						

Question	NA	Answer	Label	Score
1. COMPETITIVENESS: How competitive is your company in relation to your main competitors? (1=not at all competitive, 5=most competitive)	1	(1) Please marked price or lowest bid		1
2. INNOVATION CAPACITY: How successful is your R&D in creating new products, products, processes, materials and bringing it to market?	2	(2) Slightly above market price & low R&D performance		2
3. HIGH-TIME RESPONSE: How fast is your response to customer requests or inquiries?	3	(3) Market price & steady team		3
4. CUSTOMER SATISFACTION: How satisfied are your customers with your products?	4	(4) High performance		4
5. CUSTOMER RETENTION: How many of your customers return to your products?	5	(5) Above market price & high culture		5

Figure 4: Constructing a Vendor Survey in Decisyon 360

Market Intelligence

Using the "Google-like" advanced search capability, users collect information coming from the web via news feeds, industry publications, press releases, analyst reports, and D&B reports. The semantic search engine returns results with only pharma-relevant articles, and further provides the ability to filter by date or by source. The solution provides greater search accuracy by understanding the searcher's intent and the contextual meaning of terms to generate more relevant results (Figure 3).

Figure 3: Market Intelligence with the Decisyon application

Social Collaboration

Managers across functions can have real-time supplier requirement, selection and performance discussions. They share information, documents and links via social pages that manage their projects. They also create workflows by assigning tasks to different people. They can monitor the execution of the project at any time, because they have immediate visibility into any task that needs to be executed, the number of tasks that have been executed and the person in charge of the next task. They can also create signals to highlight useful elements like information, documents, links or dashboards within the company's community (Figure 5).

Figure 5: Collaboration Workspace

Supplier Scorecards

All data coming from the external systems and surveys can be merged to have global analysis of key performance metrics on external suppliers (e.g. Delivery, Quality, Contracts, EHS, etc.), helping the Company to decide which supplier is the best for the specific request (e.g. raw material supplier, external manufacturer for unplanned market requests) based on shared data. The users can now make real-time, informed decisions that have a positive impact on the financial outcome for the company (Figure 6).



Figure 6: Rating vendors using surveys and data from external systems

BENEFITS OF THE DECISION SOLUTION

The vendor management solution they built with Decisyon 360 is a centralized system that collects, harmonizes and shares data related to third party manufacturers and suppliers across their entire operation. By implementing the vendor management solution from Decisyon, the company has achieved a number of positive business impacts, such as

- Increased reliability of the overall supply chain;
- Increased leverage in pricing negotiations with suppliers;
- Global increased efficiency through supplier benchmarking and real-time visibility of supplier performance KPIs;
- Operating expense savings through reducing the consolidation and coordination needed to manage the supply chain;
- Improved visibility, effectiveness, communication and control within Procurement;
- Greater control of risk management and reduction of compliance risks;
- Improved availability and timeliness of supplier information.
- Decisyon's unique capabilities literally changed the way this pharmaceutical company does business with suppliers – giving dramatic improvements.

ABOUT DECISION

Decisyon, Inc. provides enterprises, manufacturers and global brands the only solution platform for rapidly building intelligent unified applications for the Internet of Everything. Founded in 2005, Decisyon is now used in more than 200 companies globally across numerous industries. The company is headquartered in San Francisco, CA.

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