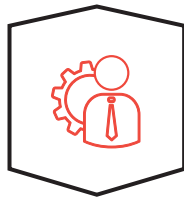**ServiceChannel**®

Supply Manager

Equipment, Parts and Supply Management for Multi-site Organizations

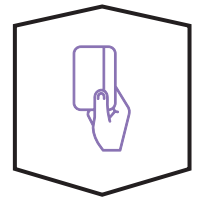## Who Is It For?

Site Staff	Facility Managers	OEM Part/ Equipment Suppliers	Finance/ Accounting Personnel	Procurement/ Purchasing/ Sourcing

The Problem

Materials, parts and supplies can account for 30-40% of total facilities spend, yet most decentralized organizations have no control or visibility into what site personnel and contractors are buying or spending. Often, with local contractors' buying parts and supplies, potential benefits from corporate purchasing power and warranty plans are missed. Without purchasing visibility, it's impossible to:
- Avoid costly markups that can range from 40% to 300%!
- Ensure product quality and consistency and minimize risk that OEM parts are not used
- Streamline purchasing processes and identify additional savings opportunities
- Track warranty information to avoid costly repairs and voided warranties

The Solution

Supply Manager is an extensive customized online catalog for your locations of only the approved contracted materials, parts, supplies and support services.

Seamlessly integrated with the ServiceChannel Service Automation facilities management solution, this web-based platform offers a variety of supplier enablement, catalog management and end user shopping experiences to control spend, ensure quality and track warranties.

Features

- Personalized customer shopping cart experience with photos and descriptions from each catalog
- Supports punch-out & hosted catalogs
- Centralized catalog for easy access
- "Guided buying" process ensures location managers can only order the right items for their locations

- Role based controls and custom approval workflow
- Paperless purchasing process
- Automated purchase order delivery options for suppliers
- Private Virtual Marketplace provides transaction transparency
- Business analytics – at an item level
- NTE controls – volume, price, time

Benefits & Results

➔ Costs: Leverage your company's volume spend to get best prices on materials, parts and supplies, and eliminate unnecessary markups

➔ Quality: Lengthen equipment life cycle and increase uptime by ensuring OEM parts and supplies are installed

➔ Warranties: Manage parts replacement warranties; identify, track and claim all OEM extended warranties

➔ Efficiency: Eliminate manual errors; ensure only approved parts/supplies ordered for each location

➔ Control: Maintain control over supplier selection, transactions, and product access to realize savings

Customer Use Case

A national restaurant chain had allowed local contractors to buy parts as needed. However, they realized this didn't take advantage of their corporate spend or assure proper warranty processes, which led to excessive parts and supply markups. After deploying Supply Manager, the chain could then leverage its own negotiated contracts for needed parts, resulting in cost savings, warranty improvement and greater TCO analysis for equipment.

About ServiceChannel

ServiceChannel provides facilities managers with a single platform to source, procure, manage and pay for repair and maintenance services from commercial contractors across their enterprise. By delivering unprecedented transparency and data-driven analytics of service quality, across all trades, locations and contractors, facilities managers drive significant brand equity and ROI for their organizations without outsourcing or investing in new infrastructure. The world's leading global brands use ServiceChannel and Big Sky solutions daily to help optimize millions of transactions and billions of dollars of spend annually.