

Xerox® Workflow Automation Solution for Retail Vendor Management

Vendor management is an essential function for the retail industry, where purchasing departments procure goods from a large number of vendors, including merchandized wholesale brokers, non-merchandized suppliers and direct manufacturers.

The Xerox® Workflow Automation Solution for Vendor Management provides retail companies with the tools to build a comprehensive vendor management practice. From initial sourcing through to execution and contract renewals, our solution enables you to provide transparency across departments and helps you to establish a standard process that is detailed enough to support your cost-saving efforts, mitigate risks and create service excellence across purchasing, legal and your lines of business.

With this solution, retail companies can build best practices within a central platform that is accessible across related departments and integrated into existing ERP and related accounting systems. Key categories within vendor management, such as sourcing criteria, onboarding, relationship management, incident management, change management and incident resolution, can be created and utilized within our central platform. The solution tool enables a sufficient level of detail to provide information that can help you gain strategic and operational insights to support your business decision-making.

The presence of automated workflows and notifications serves to kick-start business processes, request approvals, and include appropriate team members with a single trigger event. Self-service capabilities and portals allow internal teams and external vendors to take action

on requests immediately. Auditing trails are available to understand contract changes, vendor changes, and support change management governance. built-in reporting capabilities and dashboards, vendor management teams can provide continuous improvement and track vendor performance over time.

The Xerox® Workflow Automation Solution for Retail Vendor Management can enable teams to:

- Build a comprehensive vendor management practice and reduce administrative costs associated with manual and disconnected processes
- Rationalize number of vendors and set up criteria for prioritizing and labeling vendors as strategic, transactional, etc.
- Establish or integrate into a new or existing master vendor list and other contract management or ERP systems such as SAP®
- Improve workflows and have centralized information

Automate repetitive processes to improve administrative workflow.



Improve management of vendor information and strengthen your vendor relationships.

A collaborative relationship with all of your vendors will help you manage the right pricing conditions and on-time production and delivery of goods to your network of stores.

Unfortunately, managing your vendors and contracts often relies on decentralized, manual and paper-based processes that do not support optimal working relationships. This can diminish the opportunity to effectively collaborate with the suppliers that retail companies need.

Effective vendor management practices come with a multitude of documents, tasks, decisions, approvals and operational changes that need to be managed in an organized way. With the Xerox® Workflow Automation Solution for Retail Vendor Management, companies can establish intelligent practices that may reduce administrative costs. This solution eliminates the need for staff to independently manage vendor relationships, store files offline and use non-standard forms or processes.

Standardize vendor management processes and identify automation opportunities.

This solution assists with the establishment of a standard vendor management practice by providing the tools, workflows and a central location needed to implement such a practice. The solution is highly configurable which means it can be built to meet your needs with screens, forms, checklists and open fields to track all the information that is important for

your organization. Standardizing your practice helps to improve overall productivity and gives you access to information to help you speed up decision-making and approval processes.

With a standardized practice comes the ability to spot opportunities for automation such as integration with core contract management or ERP systems, or setting up self-service portals for vendors to complete RFP forms which then trigger actions such as review, approvals, follow-up, etc.

Improve operational performance with a centralized platform.

Operational activities are supported through a centralized site where key vendor information—including conversations and supporting documents such as RFPs, contract T&Cs, contract expiration dates, volume discounts, vendor status, etc.— is stored for the duration of the vendor relationship.

This secure, central repository provides easy access to information and supporting content while eliminating information silos and time wasted trying to find the right information across departments. Workflows, notifications and screens can be configured to match your policies. Staff can easily locate vendor information and contracts by performing a quick and intuitive search.

Our solution's tools also streamline vendor contract management enabling personnel to track key terms and proactively manage milestones. Staff can upload draft contracts

directly into the program from an email attachment in Outlook and automatically associate them with correct vendor records.

Mitigate risk through increased visibility and vendor governance.

With the Xerox® Workflow Automation Solution for Vendor Management, retail companies can continually evaluate the quality of services or products provided by each vendor through the use of vendor scorecards and performance reports. Tracking contract expirations and auto-renewals helps to lower risk of expired vendor contracts and cost impact to the organization. Lastly, having a comprehensive solution protects companies from choosing the wrong vendors or worse, not performance-managing to your expectations.

Work with a knowledgeable team.

At Xerox, we're knowledgeable in digital documents and workflows, but we recognize that your information and processes are unique to your business. Through qualitative and quantitative assessments, we capture a true analysis of your current state. From there, we can deliver an integrated solution for you. Our retail vendor management solution is just one building block within our overall retail lifecycle offerings. From initial design, to deployment and rollout, to training and support, Xerox stays with you at every step.

Vendor Management Process



Vendor Sourcing

- Compare multiple vendors to evaluate quality
- Set up criteria to manage how vendors are prioritized
- View and track through the use of central platform



Vendor Onboarding

- Automatic approval tracking and routing
- Secure, traceable history
- Assign and track action plans



Relationship Management

- Performance and quality management
- Enable cross-departmental collaboration
- Track milestones and maintain audit information
- Integrate with existing ERP and accounting systems



Incident Management Resolution

- Automatically generate scorecards and performance reports
- Easily track resolution activities
- Manage and monitor cross-departmentally



Change Management

- Manage scope changes and new service requests
- Set up automatic notifications and alerts
- Easily search record of agreements

Learn more at [xerox.com/was](https://www.xerox.com/was).