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FREQUENTLY ASKED QUESTIONS

What is eSRM?

eSRM, electronic Supplier Relationship Management, is an Internet / Intranet based business application that allows vendors electronic access to a client's key procurement information.

The client's data is automatically extracted from various sources, usually an ERP (Enterprise Resource Planning e.g. SAP, Oracle etc..) system, and imported into a consolidated database.

The clients' vendors then access the e-business application and internal procurement staff via a web based front end.

The site offers the Vendor 24x7 access to their client's key procurement data, giving secure access to specific vendors / buyers data enabling viewing of amongst others all their purchase orders, delivery schedules, quotations, deliveries, invoices and rejects online.

What Back-Office Systems can eSRM Integrate With?

eSRM has been developed to work with any back-office system.

Data is extracted / consolidated from the back-office system (e.g. SAP / Oracle / Other ERP) on a specified frequency (daily / hourly etc..) and uploaded into a secure 24x7 Oracle database (on a separate server if preferred) to be viewed via the front end eSRM system.

This means that eSRM can be quickly implemented into any environment.

The extracted data is held in a secure environment and configured to fit your business requirements.

How will my Purchasing Department benefit?

Apart from freeing your purchasing department from routine day to day tasks they will be able to easily establish preferred suppliers and products based on price, item, and vendor.

eSRM will decrease cycle time, thereby ensuring that there is stock there when they need it, whilst minimising stock levels.

Monitor delivery, quality, and price trends for each supplier to limit the number of suppliers to those who maintain the best performance.

What benefits would my company achieve from using eSRM?

eSRM enables your suppliers (and employees) access to key purchasing and financial information over the web, which create a streamlined and integrated purchasing process throughout your organisation. It will also help you to monitor and regulate your purchasing behaviour.

By notifying your suppliers automatically when there have been new orders or changes made to existing purchasing documents including delivery schedules and technical specifications, the costed and none costed benefits are numerous for example:

- **Improved Efficiency of Purchasing Personnel**
By automating mundane procurement tasks this frees up your purchasing personnel to concentrate on Strategic takes such as supplier negotiations
- **Increased Profits**
eSRM helps you cut the cost of requisitioning and purchasing both production and non-production goods and services.
- **Increased Efficiency**
eSRM can drastically reduce the delays and errors that arise from paper-based processes, interrupted data flow and inefficient communications with suppliers.
- **Centralise Purchasing**
If your organisation has many business areas eSRM pulls all the information together (regardless of back office system(s)) and holds it in one place enabling both you and the supplier to have an across the board view of the transaction made. This information can also be filtered to only display information relating to specific business areas, if required.
- **Access to information anytime, anywhere.**
eSRM can be accessed from any standard web browser, from anywhere in the world and will be displayed in the language of the users choice.
- **Buying Behaviour**
i2B have recently developed a KPI (Key Performance Indicator) module as part of their eSRM system. This enables managers to report and keep track of buying patterns amongst business areas, suppliers, materials etc.. KPI also enables you to see at a glance who your top suppliers are in relations to spend, performance, quality etc.
- **Reduced Purchasing Process**
As soon as a Purchase Order is raised on your back office system the supplier is alerted via email or SMS directly from eSRM without any additional user intervention. The same logic applies when a change has been made to any purchasing documentation (inc drawings specification, delivery schedule dates or quantities..) the supplier is automatically alerted and notified of the change.
- **Minimising Inventory**
eSRM enables you to see what stock your supplier currently holds, this reduces the need for you to order stock unnecessary for fear of stock outs. eSRM also monitors stock levels and automatically alerts the supplier when stock levels are running low for a particular item.

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- **Empower Employees**
eSRM has been designed to have a walk up interface, with little or no training the user will be able to handle the whole system
- **Improved Supplier Relations**
As part of eSRM standard functionality the supplier will be able to view their invoices and payment terms. If an invoice is in dispute then the supplier will be able to contact the finance department direct in order to rectify the issue, cutting out the buyer in the cycle.
- **Scalability**
eSRM is a scalable and configurable solution that provides an advanced procurement solution for small, medium, large and multi-national organisations.

eSRM enhances your company's purchasing efficiencies and supplier relations using the latest technologies. It is a cost-effective way for all your suppliers to be integrated into your procurement process whether they are large or small.

What does eSRM cost?

eSRM is available off the shelf and scalable to suit companies of all sizes, eSRM can be rapidly deployed using tried and tested implementation methodologies to maximise the benefits to you.

All our consultants have vast experience within purchasing /supply chain / ERP applications and the time spent implementing the system will be kept to the very minimum.

Each system is individually priced to suit your requirements and can be implemented in a phased approach if required. Each system is individually quoted but software costs are usually between £20,000-£30,000.

Taking into consideration the savings that are possible:-

- ROI (Return on Investment) has been calculated in excess of 500%
- Latest client is estimating savings in excess of £300K per site.
- Payback is usually 2 – 3 months

Can your company afford to be without eSRM?

Can I really expect 20% savings on purchasing costs?

The cost of sending out amendments to delivery schedules, purchase orders, quotations and the cost to call off specific items as and when they are required costs (on average) £20 each.

This includes the cost of the employees time spent resending the information, stationery costs, chasing up your suppliers to make sure that they have received the information, and the time spent on the phone to suppliers who are chasing up payment.

This time can be spent more productively and the costs incurred are diminished.

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Not only are savings made on stationery and postage but benefits are also achieved with improved cash flow, minimised Inventory and zero stock outs.

Also, the system will improve your relationship with your vendors therefore improving vendor delivery and quality.

How long does an implementation take?

As each solution is individually tailored to suit your requirements the system can be fully implemented in one go or as a phased approach. Either way we will be talking days not months to implement.

Do i2B offer anything else?

- **Consultancy**
We have certified consultants in the areas of eSRM / Supply Chain and ERP including SAP, Oracle, Great Plains, Tetra and Deltek.
- **eSRM Upgrades / Maintenance**
Existing business upgrades / ongoing development and consultancy.
- **Training Courses**
Available to new and existing business on eSRM, Supply Chain and ERP.
- **eSRM Hosting**
Available to clients who are unable to run the application themselves or wishing to spread the cost of the implementation. i2B will host their application for them.
- **eCRM**
eCRM is the flip side to eSRM, enabling Customers to track the status of their orders to the shop floor and then through the delivery process. It will also improve your cashflow, as your customers will know when to expect a payment to be made by them prior to an invoice being raised.

How can I find out more?

To find out more or to arrange an onsite demo contact i2B on:

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