

# Proactis Sourcing Managed Services

Frequently Asked Questions



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# 1 Frequently Asked Questions

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## Who is Proactis Spend Control Managed Services?

Proactis offers the industry's only enterprise wide, unlimited, full-service Managed Sourcing solution - applying technology, process, and staff to create efficiencies and reduce costs for the retail, grocery, restaurant, healthcare, and other highly competitive, margin sensitive industries. Founded in 1999, Phoenix based Intesource, a Proactis company, grew from a small start-up, to a respected industry leader working with companies such as Wegmans, Arby's, Harris Teeter, Meijer, SpartanNash, Rite Aid, and Corner Bakery, Famous Dave's, and many others applying industry best practices to help our customers achieve their expense reduction goals.

In May 2014 Intesource was Acquired by UK based Proactis - a global Spend Control and eProcurement solution provider. Over 800 organizations across 90 countries use Proactis software and services to transform their procurement, purchase-to-pay and accounts payable processes to deliver greater bottom-line value.

## How can we help you?

Proactis Managed Services takes the heavy lifting out of the eSourcing equation. Unlike other solutions, all the support you need to implement and manage a successful enterprise deployable eSourcing initiative are included. There's no additional cost for us to perform a category discovery analysis or provide you with new sources of supply, no add on fee to train category managers, no up charge for that new enhancement – it's all included in one flat fee.

## How is Proactis different from other eSourcing companies?

Proactis isn't just a technology company. We become an extension of your procurement team, leveraging your in-house category expertise and combining it with our extensive eSourcing experience to create the right implementation plan, sourcing processes, and ongoing management of your program for your company's specific needs. We then offer support throughout it all.

## Are Managed Sourcing Services right for my organization?

To explore eSourcing with Proactis ask about our risk free pilot program. Run up to three eSourcing events and we'll guarantee you'll save more than the cost of the events, or it's free.

## I already have an eSourcing tool. How can you help me?

Proactis Managed Services partners with organizations that already have an eSourcing program and team in-house to take on the categories that are too resource intensive or those events you simply don't have time to get to. Our services team can also be utilized for tasks such as supplier research and specification optimization.



## How can you help my organization implement an eSourcing program?

We've partnered with companies that run the gamete when it comes to eSourcing experience. We can assist with developing a program from the ground up or partner with you to bring a mature program to the next level.

## What services are included with your “full-service” offering?

We assist with every aspect of the eSourcing process, from category reviews to event strategy and management, event execution to custom reports – our team is here to support you. Our goal is to help every department in your organization get the best value in the least amount of time.

## 2 The Proactis Managed Services approach

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### Professional Services: Managed Services Advisors

Each Proactis Managed Service customer works with a dedicated managed services advisor, all of whom have an average of 10 years eSourcing experience. Managed services advisors work to encourage company-wide adoption and create a sustainable strategic sourcing culture within each customer organization in addition to:

- **Category Discovery:** Managed services advisors meet with category managers, buyers, and other team members to uncover eSourcing opportunities.
- **Event Strategy and Consultation:** Best practices in sourcing event strategy as well as recommendations on how to best approach a specific category utilizing the Proactis suite of sourcing tools and included services.
- **Specification Consulting:** Specification optimization ensures vendors are aware of expectations and are quoting apples to apples.

### Professional Services: Managed Services Specialist

The goal of the Proactis managed services specialist team is to free up the procurement professionals' time by handling some of the most resource intensive steps of the sourcing process.

- **Event Setup:** Category details, creation of bid terms, supplier invitation, Q and A, and training are a few of the tasks our managed services specialist team performs.
- **Event Execution:** The Proactis managed services specialist team will monitor your event to ensure process compliance and participation at all levels.
- **Sample Facilitation:** Assistance requesting samples either prior to or after the bid to ensure the product meets your specifications.



- **Supplier Discovery:** Additional supplier selection through our database of over 17,000 suppliers who have previously participated in a Proactis sourcing event, as well as an additional 80 million companies through our Vendor Management database.
- **Supplier Training:** Access to live support services, as well as an exact replica of the sourcing event allow supplier participants to get every question answered and practice placing quotes before a live, competitive auction. This approach minimizes post event issues and encourages vendors to submit their most competitive bid package.
- **Post Event Reporting and Analytics:** A series of real-time reports are provided immediately following a sourcing project. Custom reports can also be created upon request.
- **Post Event Communication:** Award and non-award communication can be sent on the host's behalf, notifying participants of the outcome of a bid.

## 3 The Proactis Managed Services eSourcing Suite

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### Executive Dashboard

The dashboard provides a snapshot of current program activity with easy access to active projects and completely customizable scorecards. It's a single view of all pertinent goals and related achievements with a simple "red, yellow, green" indicator system with easy access to causal details.

### Milestone Manager

A project management tool featuring task templates, charts, summaries, reporting, and integration with Executive Dashboards and Scorecards. Milestone Manager helps ensure projects stay on track and deliverables are completed on time.

### RFx

The RFx module adds the capability to create and administer simple and/or complex Requests for Quotations (RFQ), Requests for Information (RFI), or Requests for Proposals (RFP) in addition to:

- **Forward & Reverse Auctions:** Gather real-time information, negotiate terms, and find the most suitable suppliers in the least amount of time.
- **Replenishment:** Cut hours out of gathering pricing for products that require frequent purchasing such as beef or fuel.
- **Price List:** Collect pricing and/or volume information from multiple vendors on a regular basis in a non-competitive format for items such as produce or freight.

### Survey

The survey module can be used to gather information from internal stakeholders such as store managers. A survey can be executed prior to an eSourcing event to collect insight and intelligence or on an on-going basis post event to monitor service levels and quality.



## Vendor Management

Vendor and Risk Management features powerful search capabilities to filter over 80 million global suppliers down to those which best fit your category needs. Suppliers can be identified and sorted by geographies, SIC/NAICS code, risk criteria, company size, and more. Vendor Management offers effective tools for both vetting potential vendors and managing current suppliers.

## Commodity Center

The Commodities module enables the understanding, evaluation, and integration of information from the raw materials and futures markets into the decision process. Historical price movements and the timing patterns of those movements can be combined to optimize purchasing cycles.

## Contract Management

Proactis Contract Center offers a user friendly tool for sourcing and procurement professionals to monitor and track contracts with the opportunity to realize negotiated cost savings, monitor risk, and enhanced organizational efficiency.

## 4 About Proactis

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Proactis is a global Spend Control and eProcurement solution provider. Over 800 organisations across 90 countries use Proactis software and services to transform their procurement, purchase-to-pay and accounts payable processes to deliver greater bottom-line value.

- Proactis Solutions for Finance enable organisations to streamline the purchase-to-pay process, eliminate labour-intensive manual registration of invoices, speed up invoice matching and approvals, and gain control of “after-the-event” purchase claims.
- Proactis Solutions for Procurement help organisations to automate the full buying cycle from improving the way they find, evaluate and engage suppliers to increasing “on-contract” spending and enabling more effective collaboration with their trading network.

Widely used in mid-to-large sized organisations across private, public and not-for-profit sectors, Proactis is routinely integrated with existing ERP and financial systems.

Proactis was founded in 1996 and floated on the London Stock Exchange in 2006 (AIM: phd). Headquartered in the UK with operations in North America, Benelux and Asia Pacific, Proactis has an extensive accredited global partner network.

For further information, visit [www.Proactis.us](http://www.Proactis.us) or contact us at [info@ProactisManagedServices.com](mailto:info@ProactisManagedServices.com) or +1 800-475-2149.

