



# SupplierXchange



A business to business solution for the intelligent execution of supply management.



[www.supplierxchange.com.au](http://www.supplierxchange.com.au)

Powered by  ServiceCentral

## Practical Application of Clever Technology

SupplierXchange is a supplier management system - specifically developed to automate the usual exchange between procurement managers and their suppliers. Property management, organisational procurement and insurance claims management are just a few of the many areas where this technology can be successfully applied. The objective of SupplierXchange is to capture all transactions that happen in the procurement process and manage them within a single communications environment. Effective utilisation of the SupplierXchange system will produce superior customer service, stronger supplier relationships and lower costs for your company.

Put simply, SupplierXchange is a business to business platform for all supplier interactions. It manages the processes of engaging suppliers, scheduling the works and handling supplier invoices. The system's capability has evolved over the past 5 years and is based on the learnings gained from more than 200,000 separate transactions with thousands of suppliers.



## A collaborative platform for supplier management

Prior to supply, your company uses SupplierXchange to identify relevant and compliant suppliers, request a competitive quote, negotiate and authorise the supply. During the supply, your company can view the progress of delivery and manage variations. On completion of the supply, an invoice is received and a full picture of the transaction's cost, quality and timeliness can be viewed and reported by your company.

### Engaging suppliers

SupplierXchange communicates with a database of suppliers that have been pre-populated according to a set of individual business rules. For example, suppliers may need to be local, qualified and insured. Invitations to supply are sent out electronically, and your business can choose how many businesses you'd like to bid. Additionally, you can share your suppliers with others and get ready access to a pool of alternate qualified, insured and available suppliers.

### Managing the supply

SupplierXchange has solved the complex communication problems in any procurement process by providing each party a platform to communicate with each other. The SupplierXchange interface enables real time collaboration where your company, your customers and your suppliers can work together on common goals by sharing knowledge, learning and building consensus.

Updates to supply delivery or cost variations are automated, and relevant information can be shared one to one, one to many, or many to many according to the need and the business rules. Imagine a world where the middle man doesn't need to update all the stakeholders – instead, SupplierXchange provides one common platform for hosting discussions and sharing information, so all relevant parties to a transaction have real time access to one version of the truth.

### Paying suppliers

By using the SupplierXchange application, your business authorises supply based on a specific quote. When the time comes to pay the supplier, the automated payment solution integrates with your existing financial processes to generate payment instructions based only on the original quote – ensuring that the cost of supply is exactly what your business budgeted for.

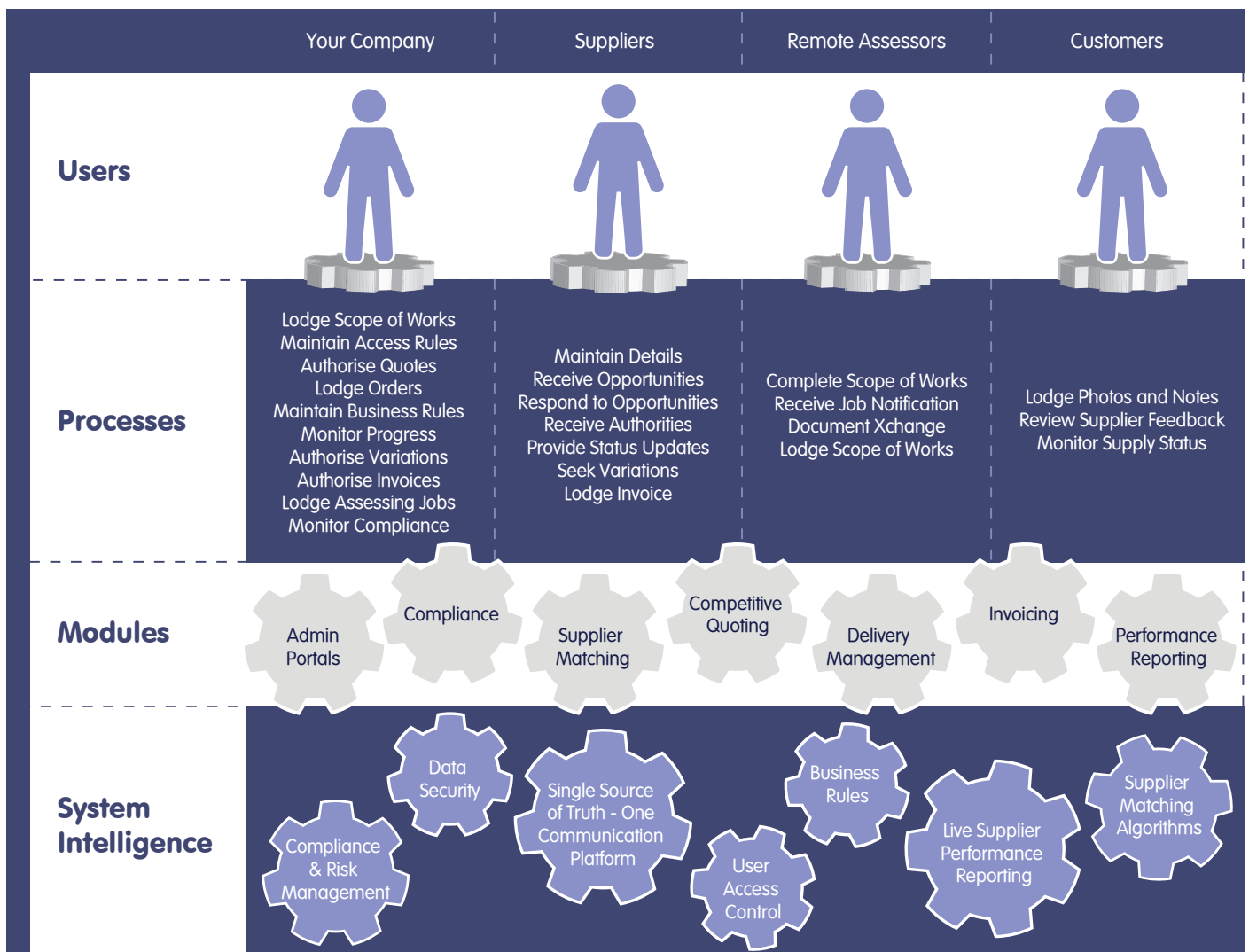
### Evaluating the success of supply

On completion of the supply, a full picture of the transaction's cost, quality and timeliness can be viewed and reported on. Customers can provide electronic feedback on their satisfaction levels, and you can use this information in many ways – to identify preferred suppliers, to limit exposure to poor suppliers, and more.

Effective utilisation of modern technology is the key to unlocking competitive advantage

The intelligent engagement of suppliers and subsequent interactions with them is the source of a potential competitive advantage for your company. Because SupplierXchange has been designed to easily integrate with all modern business management systems, it works together with your 'business as usual' systems. The outcome of using SupplierXchange is that the customer and the supplier have had an experience that is enhanced by today's modern communication systems, and your company has finalised the supply more quickly with less handling cost.

The execution interface system is illustrated below:



The above illustration highlights a system with four layers. The users can conduct processes specific to their needs using the functionality of a variety of interconnected modules. The modules utilise the algorithms, business rules and data held within the system's "black box".

## Benefits

Reduced Cost	Improved Supplier Quality & Risk Management	Enhanced Time
<ul style="list-style-type: none"> <li>• Competitive Quoting finds the best price for the job</li> <li>• The system automatically does the work that normally has to be done by a person</li> <li>• No searching through lists, newspapers or directories to find an appropriate supplier</li> <li>• No searching for authorities to match invoices</li> <li>• Less phone calls required to customers and suppliers</li> <li>• Direct Business-to-Business interactions produce cost savings by cutting out the middleman.</li> </ul>	<ul style="list-style-type: none"> <li>• The system ensures that only suppliers that have all of their insurance cover and licenses up to date are offered work</li> <li>• System provides permanent record of transaction for Risk management audits</li> <li>• Delivery status updates are available in real time</li> <li>• Suppliers are subject to feedback that contributes to better service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Business-to-Business interactions save time by reducing the number of manual tasks that need to be done in the transaction</li> <li>• Quotes can be received, assessed and authorised more quickly</li> <li>• Supplier work orders are able to be lodged more quickly</li> <li>• Supply can be scheduled and commenced more quickly</li> <li>• Invoices are received and approved for payment more quickly</li> <li>• Claims are finalised and closed more quickly</li> </ul>

## Features

- “Best of breed” open source technology
- An advanced internal framework enables easy integration with other systems
- Intuitive workflow systems that are supported by rules
- Intelligent risk management of supplier compliance
- Strong support from Service Central with an ability to immediately mobilise and implement an integration
- Flexibility in terms of available license and partnering arrangements



## Architecture

SupplierXchange is developed using best of breed open source technology to deliver a robust and flexible application platform.

All aspects of the software development lifecycle are managed from conception through to execution to ensure that specifications are met whilst ensuring robust code is delivered.

- Pure web client that supports the latest and previous versions of Firefox, Internet Explorer, Chrome and Safari web browsers

- LAMP stack ( Linux / Apache / MySQL / PHP ) that has been optimised specifically for data flows within the application
- Domain programming methodology that clearly separates presentation logic, business processes and data access models
- Advanced internal framework that enables rapid prototyping and development, and easy integration with other systems
- Tight integration with third party data sources using XMLRPC, SOAP and WSAPI



## Technology Environment

### Managed software development lifecycle

- Continuous automated testing with coverage of major client platforms and extensive core validation
- Over 17,500 assertions. 1.78 million tests per day
- Comprehensive bug tracking and follow up
- Source code control systems
- Pre and post deployment acceptance testing

### Hosting

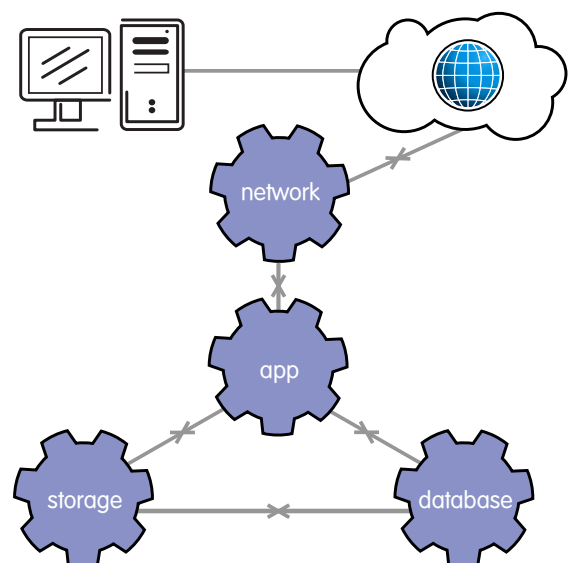
- Hosted in a Tier 1 Data facility that provides
  - Multiple internet backbones
  - Gas based fire suppression
  - Rotary UPS backup power supply (short term)
  - Diesel generator backup power supply (long term)
  - Full electronic access control with man traps
  - 24 x 7 onsite security technicians and service engineers
- Managed Hardware Firewall
- Hardened operating system
- Continuously monitored dynamic software firewall that intelligently responds to threats
- Separate hosting for streaming media, and static file content
- Demand driven scalability of the core application
  - Hosting can scale out in 5 steps to a complete three-tier redundant system as demand grows
  - Each tier can be scaled independently depending on the source of growth

### Backup & Disaster Recovery

- Nightly full onsite and offsite backup
- Regular periodic archival backup to tertiary storage site
- Continuous backup testing
- Standby hosting

### Monitoring

- 24x7 systems monitoring and issue resolution
- SMS and Email Alert to on call sysadmin
- Customised log file analysis and daily reporting to development team





## About SupplierXchange

SupplierXchange is a Division of Service Central, an E-Business company which has been operating since 2005 and was recently awarded "E-Business of the Year" by My Business Magazine. This award was in recognition of the power of Service Central's proprietary Interactive Suppliers Marketplace (ISM) technology that revolutionises the way that people and businesses find services. Already, over 200,000 consumers have used this unique service, and thousands of businesses have joined the exclusive network as suppliers.

The Service Central system is based around the principle of capturing a consumer's request, and 'narrow-casting' the request to businesses capable of doing that exact type of work. The businesses that are interested in the work then compete for the job using a business-to-business communication system.

Service Central's purpose is to facilitate the exchange between service providers and customers in a way that is fair and timely, which is achieved by:

- Creating and evolving the most intelligent profile matching system in the market to date;
- Matching consumers with the right providers based on key criteria such as location, job size, qualifications needed, timing, experience and consumer feedback;
- Providing only qualified, licensed and registered providers;
- Centralising the buying process into one communication system.

This interactive system has now been tailored to provide a supplier interface and management solution for companies who require a communication platform to interact with goods and service providers using modern technology.

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For more information, please contact us...

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