



Supplier Connect

Secure, self-service avenue that improves accuracy and operational efficiency



Company Profile

A leading American online social media and social networking service company.



The Challenge

The state of the client in onboarding suppliers varied by region and managing supplier's queries was done via emails or direct communication with the supplier. This process of gathering the data needed to enable vendor onboarding required a lot of manual work. Imagine approving a vendor then gathering documents, data and people to enable your team to conduct business with that vendor effectively. The work involved took a considerable amount of time and resources, especially when dealing with multiple suppliers that also dealt with multiple departments. A department involved with this work normally faces a number of issues such as:

- Because of multiple approvals, the tracking becomes complicated.
- Miscommunication takes place because the vendor has no idea how the business deals with its clients and what their demands are.
- Keeping information updated is always an issue because the supplier has to access to ERP, leading to delayed invoices.

Therefore, the system in place was a stop gap and was not designed to function as a 360 portal.



The Solution

What the customer really needed was an out of the box integration with Oracle EBS and Oracle Cloud that offers to solve all these challenges in a simplified and user-friendly manner. The CloudIO Supplier Connect system is the solution.

It offered the client real-time validation of TIN, DUNS, bank details and address of the different suppliers for easy and quick access. Now the user will be looking at a screen with a real-time view of the onboarding process and a supplier connect tool that offers a way to manage important documents by validating and notifying the buyer when there are expiry alerts.

The system also uniquely provides a view on workflow with approvals through a window view of purchase orders, invoices and payments, making the process of creating and managing each of these steps seamlessly easy.

The biggest benefit is the integration with Oracle so one can login using their Oracle credentials and access the system through the Oracle menu. The CloudIO Supplier Connect system also inherits Oracle Responsibilities, Operating Units, Profiles and Built-in Rules and the Supplier Connect tool comes with the option of On Premise or On Cloud Deployments.

This solution now enables the client to seamlessly onboard and manage on an average 80 to 100 suppliers on a monthly basis and without creating any of the issues which were faced by the customer before. The client appreciated this solution implemented CloudIO Supplier Connect tool company wide covering their major centers in the US, APAC and EMEA.

