Supplier Connect

How an American technology behemoth transformed their Supplier Base Management (SBM) drastically with CloudIO Supplier Connect

Customer Profile

- Social Media and Online Networking company

- US-headquartered, with global operations

- One of the Big 4 American Technology companies

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"We had a huge challenge managing large number of suppliers and manually entering data into Oracle EBS. With Supplier Connect, we realized huge labor savings. There is no need to jump between email and ERP systems and the entire process is automated. Most importantly, Supplier Connect plugged right into our existing process"

— **PROCUREMENT AT LEADING SOCIAL MEDIA COMPANY**

Core Challenges

- **Excessive Manual Involvement** - Supplier onboarding and communication

  - This was being done via emails or direct communication with the suppliers.

  - This process of gathering the data needed to enable vendor onboarding required a lot of manual work.

  - From approving a vendor to gathering documents, data and people to enabling internal teams to conduct business effectively with that vendor.

- **Time-consuming and Resource-intensive Processes** - Managing multiple suppliers

  - The work involved took a considerable amount of time and resources

  - Especially when dealing with multiple suppliers who also dealt with multiple departments.

- **Miscommunication and Tracking Issues** - Managing approvals and updating info

  - Keeping information updated was a recurring issue because the supplier had no access to the ERP, which led to delayed invoices.

  - Because of multiple approvals, the tracking was extremely complicated.

  - Miscommunication was common because vendors had no idea how the business dealt with its clients and what their demands were.

The Solution

The customer was looking for an out-of-the-box integration with Oracle EBS and Oracle Cloud, that could tackle these challenges seamlessly.

The CloudIO Supplier Connect system offered the client real-time validation of TIN, DUNS, bank details and address of the different suppliers for easy and quick access.

- Users were able to get a real-time view of the onboarding process

- They were able to manage important documents by validating and notifying the buyer when there are expiry alerts.

- The SBM portal provides a view on workflow with all approvals

- Internal teams got a centralised view of purchase orders, invoices and payments.

Business Impact

- The biggest benefit of CloudIO Supplier Connect is the integration with Oracle

- Business users 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

- CloudIO Supplier Connect can be set up On-Premise or Cloud-based.

CloudIO's SBM framework has enabled the customer to seamlessly onboard and manage 80 to 100 suppliers every month. The imminent business impact has led to the SBM framework being implemented company wide across their major centers in the US, APAC and EMEA.

About CloudIO

CloudIO empowers business users with rich UX and improved productivity by extending and consolidating existing legacy systems and business data from multiple sources together in one intuitive Platform with a real-time connection, thereby garnering a better ROI on existing investments.

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