



Large Mining Company Improved Vendor Compliance by 38.4% and reduced Accounts Payable manual workload by 28.2%.

CRITICAL RISK ISSUES

Suppliers delivering services without valid insurance exposed the business to significant financial risk, as well as individuals to personal liability risks. Additionally, the risk of fraud from supplier bank details needed to be minimized.

SOLUTION CHALLENGE

The key challenge was to provide external access to all 9000 plus vendors and encourage compliance while enabling the vendors to self-administer.

ENGAGEMENT DESCRIPTION

This company required a Vendor Engagement solution that had both an internal and external facing portal. Vendor onboarding was to be initiated internally and then presented to each vendor with a login to digitally provide their information.

Post on-boarding the vendor has access to self-service functionality allowing them to maintain their details, contacts, bank information and most importantly the currency of their Insurance Certificates. Additionally, vendors are able to view open and paid invoices. Full request tracking, mobile approvals and automated SAP backend integration were all required functions of the solution.

FINDING A SOLUTION PARTNER

IQX Business Solutions has significant experience in external facing portals having delivered a number of similar solution. Being able to use the IQX solution capability to supply the core functions resulted in **low delivery risk**.

THE TOUGH STUFF

The effort around vendor data preparation and merging of certificates extracted from SharePoint was underestimated. Getting the correct classifications against the vendors to drive the compliance rules and required certificates needed more business input and analysis than anticipated.

RESULTS

This large mining company implemented a portal solution that allowed vendors to self-administer as well as significantly reduce AP workload due to automation. Process insight, push notifications and the presentation of active task lists all impacted the speed of process completion while enforcing compliance.

Proactive vendor notifications and blocking of SAP vendor accounts provided opportunity for vendors to comply and take appropriate action for noncompliance.

The move from a manual paper based vendor onboarding and insurance certificate solution to a fully automated self-service solution enabled rapid onboarding and supplier compliance, transforming the vendor engagement.

A 65% vendor uptake, 38.4% improvement in Certificate compliance and a reduction in AP workload by 28.2% was achieved.

NEXT STEPS

This company is planning to extend the self-service functionality to Purchase orders and are looking at similar solution for Customer Engagement.