

Vendor Manager Workspace

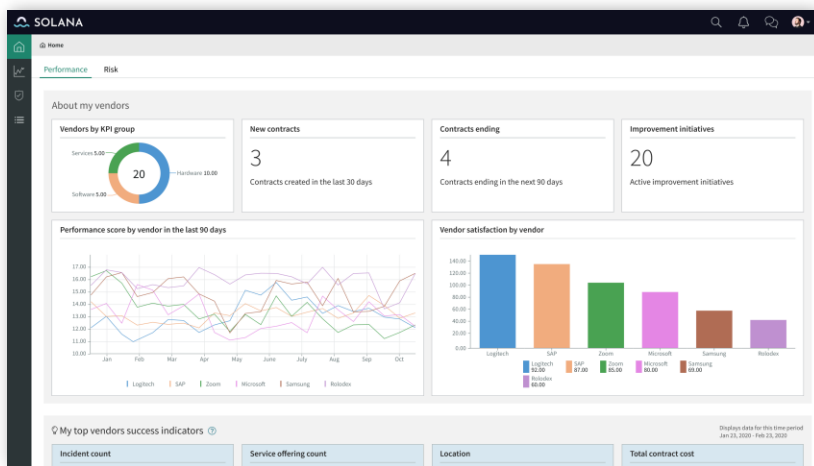
Challenge

Vendors are increasingly critical to the performance of IT organizations. Organizations need a way to keep all vendor information including vendor profile, performance, satisfaction, SLAs, contracts etc., in one place. However, vendor managers have no easy way to aggregate all vendor information into a single logical view. Generic vendor performance tools lack real time operational data regarding vendor services and therefore cannot provide an up to date picture on vendor performance. Organizations that want to maximize the value of their vendor services need a single pane of glass to view clear information about the vendors from the time they are onboarded, until the time the vendor contract is terminated.

Solution

With ServiceNow's Vendor Manager Workspace, organizations can view and manage vendor services from a single destination. Monitor the performance of your company's vendors and manage all vendor-related information. Assess vendor performance using configurable vendor metric indicators.

Track and analyze how your vendors are executing on their goals and which areas need attention from a unified, central location. Integrate data from Service Portfolio Management (SPM), Contract Management, Assets, SLA Contracts, Vendor Risk Management, and Continual Improvement Management (CIM) applications.



Collaborate with stakeholders to gauge satisfaction with vendors and take corrective action

Overview

ServiceNow Vendor Manager Workspace aggregates all vendor data across the platform and provides analytics to monitor and evaluate vendor performance. Vendor performance is calculated automatically based on chosen indicators. Now, organizations can make the right data-driven decisions regarding vendor services

Benefits

Single pane view

View consolidated vendor information in a single workspace to actively manage relationships

Automated Performance Updates

Track performance automatically with real-time operational data captured with the Now Platform

Standardized Metrics

Remove the guesswork around assessing performance with integrated, standardized metrics.

The ServiceNow Difference

Consolidated vendor information including profile, contracts, CSAT etc.

Single click access to vendor performance based on real-time data

Vendor data integrated seamlessly with the services portfolio

The most powerful born-in-the-cloud, ITSM platform in the world

Features

Vendor Directory

Compare vendor scores, contract costs, and other attributes in a single view.

Vendor Profile

Get a snapshot view of a vendor, including overall score, supporting metrics, and contact info.

Vendor Satisfaction

Work with stakeholders to assess satisfaction with vendors and take corrective action as needed.

Single Pane View

Get a consolidated view of your vendor investments from a single workspace.

Contract Review

Review and evaluate vendor contracts and obligations all in one place.

Cost Management

Identify duplicate services between vendors to improve user experience and reduce costs.

Compliance Monitoring

Stay on top of service issues to ensure good governance and compliance.

Standardized Metrics

Track vendor performance to make meaningful decisions with integrated, standard metrics.

SLA Tracking

Validate vendor performance against SLAs to take corrective action or assess chargebacks.

Automated Scoring

View detailed vendor scores automatically updated with operational data from the Now Platform.

Objective Reporting

Evaluate vendor performance based on real data, not vendor self-reporting.

Service Credits

Help tally refunds from vendors due to performance failures

“ Nowhere else can I see performance, compliance, contract and risk data all in one place

Vendor Manager,
Fortune 500 Healthcare company

68%

of vendor managers map Key Risk Indicators to Key Performance Indicators

