



# Vendor Management

## Successful supply of goods and services

Vendor Management’s primary objective is to establish two-way mutually beneficial relationships between purchaser and suppliers, thus ensuring the successful delivery of services to your business.

Effective vendor management is becoming an increasingly important focus across whole of government. As with all resources, supplier contracts are a strategic asset and an investment that must be managed to mitigate risks and control costs.

Vendor Management can assist your business realise improved and successful delivery of products and services. That may be achieved as either a consultancy style approach (assistance, advice) or as a service provided. It may also be a hybrid of the two.

## Benefits

Vendor management will bring you and your vendors and suppliers closer together. It will bring relationships focused on open and transparent engagement and greater emphasis on delivery of business benefits.

- Improved accountability and innovation
- Ensuring performance and compliance
- Financial savings and value for money
- Realisation of improvements in the quantity and/or quality of services
- The avoidance of service failure
- Better management of risk
- Clarity of contractual responsibilities and service deliverables

## Prerequisites

There are no prerequisites.

## Features

- Modelled to be in alignment with ITIL Service Design and Gartner Vendor Management best practice frameworks
- Assist in the identification of key and emerging issues, trends and concerns affecting your strategic objectives
- A clear understanding of your vendor landscape
- Ability to identify cost savings and realisation of these savings across all vendor service delivery
- Ensure strategic alignment of vendor services to your agency and Queensland Government ICT priorities
- Ability to measure and influence vendor performance
- Provide coordination of vendor management activities to assist internal stakeholders
- Build strong internal relationships that foster strategic partnerships

## Variants

None. As agreed to meet requirements

## Metrics

Availability: Monday to Friday 8am to 6pm

Requests: Monday to Friday 8am to 6pm

Fulfilment: As per agreement

## Reporting

Reporting will be as agreed and as facilitates clear governance of vendors.

Reports are currently grouped as:

- Financial
- Operational
- Executive

## Additional and related services

- Any of CITEC’s services

## Options

As per mutual agreement.

- ➔ Invoicing and payment
- ➔ Contract administration
- ➔ Compliance & monitoring
- ➔ Continuous improvement
- ➔ Contract review

## Ordering

Please contact your CITEC representative

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