



PRESENTATION

CAJPA SPRING WORKSHOP
TECH SAVVY, HR WISE
& FISCALLY READY



VENDOR MANGEMENT



88%

of companies use at
least 1 outside
vendor



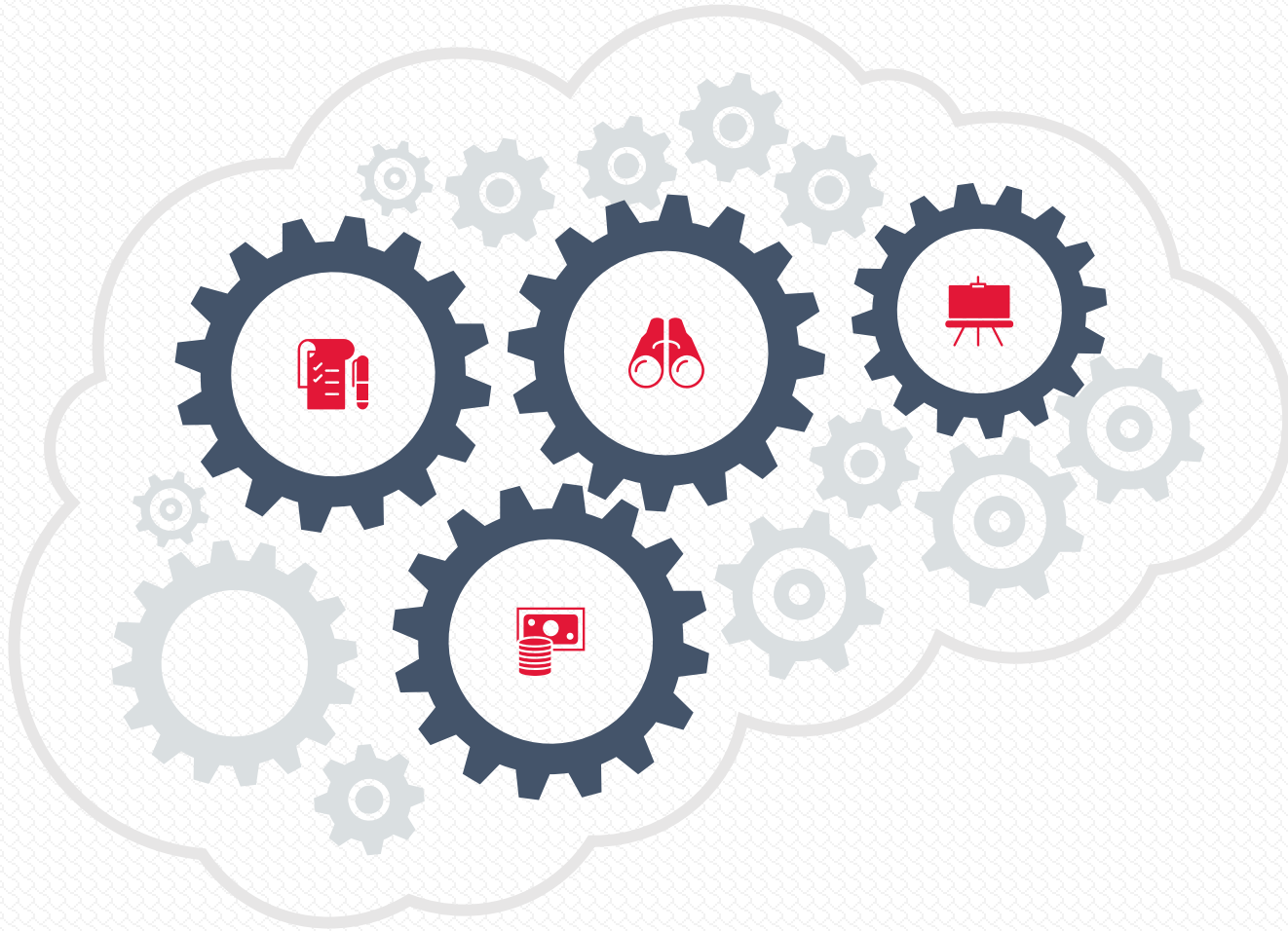
47%

of companies use
more than 10
outside vendors

JPA's use IT vendors for a variety of reasons. The job of managing vendors never ends. The decision to change vendors, or even bring a function or process back in-house can be costly and not to be taken lightly. This session will provide insight and ideas to maximize your vendor partnerships and when to decide to change.

EXISTING VENDOR RELATIONSHIPS

APPRECIATION MANAGEMENT – CLIENT PERSPECTIVE



How do we get and stay at the top of their inbox?



How do we keep the relationship positive?

EXISTING VENDOR RELATIONSHIPS

APPRECIATION MANAGEMENT – VENDOR PERSPECTIVE



EXISTING VENDOR RELATIONSHIPS

EVALUATING PERFORMANCE



Measure Performance

- Is your vendor matching industry standards of support and performance?
- How are you measuring? Are we even measuring at all?
- Am I getting what I'm paying for?
- Is a price increase validated? (a Rick rant)



Manage Expectations

- Unrealistic expectations of a vendor can lead to bad performance marks, but do you have the wrong vendor?
- Does the CEO know what service the vendor is providing?



Accountability

- Is your vendor doing what they are contracted to do?
- Do you know what the contract is?

EXISTING VENDOR RELATIONSHIPS

WHEN TO CHANGE



- It's easy to become comfortable with vendor relationships, especially those that have existed for a number of years and where the service and results delivered are fully acceptable. But acceptable is not good enough to meet the aggressive goals and objectives of most companies today. That's why we need to challenge our vendors to continue to up their game.



- Understanding which vendors can bring you new ideas and help solve problems, rather than only provide acceptable service, is critical to helping drive the business forward.



- If a company's most important vendors are providing the same service that they've provided for years, using the same processes and approaches, it's time to evaluate your options

FIND AND MANAGE VENDORS

1. INTERNAL PROCESS EVALUATION



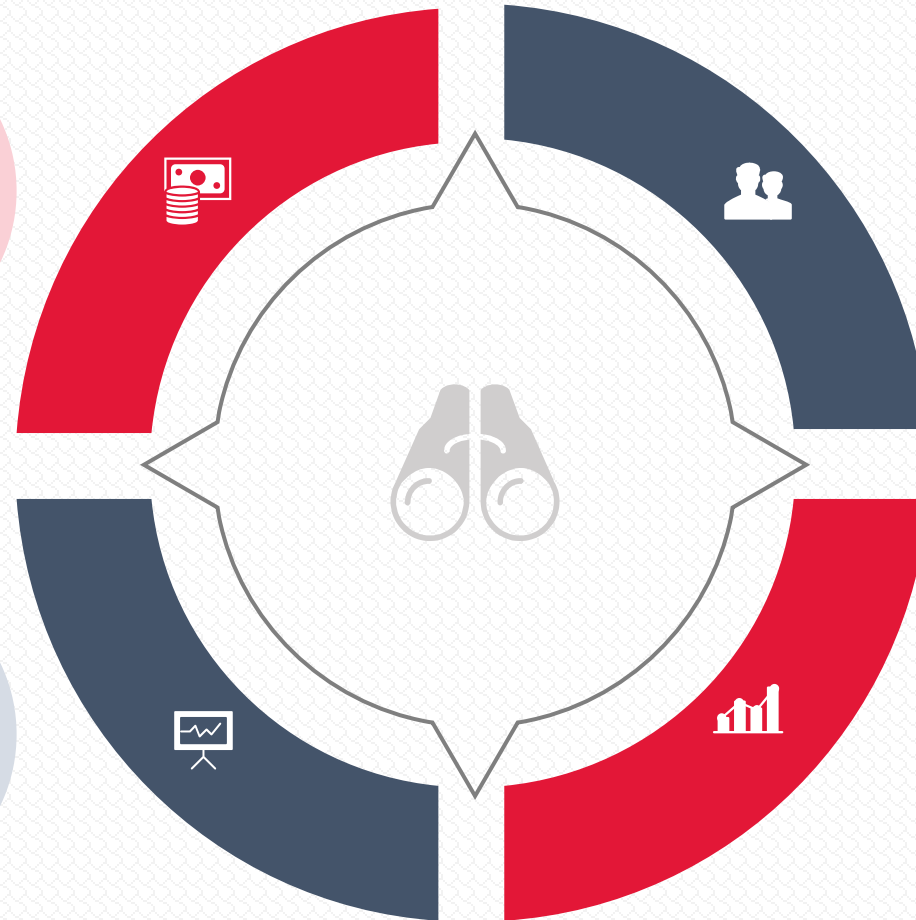
2. VENDOR SELECTION



3. CONTRACT NEGOTIATIONS



4. MANAGE AND EVALUATE



The background features a complex network diagram with numerous nodes and connecting lines. A prominent horizontal band of solid red color spans the width of the image, serving as a backdrop for the text. Two dark blue rectangular shapes are positioned at the top and bottom center of the image, partially overlapping the network lines.

THANK YOU

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