



**TRADE  
INTERCHANGE**  
Smarter Supplier Management

**ARCUS**  
A Trade Interchange System



**Four Seasons**  
HEALTH CARE

# **CASE STUDY**

Delivering the complete solution  
to manage suppliers, sourcing  
and purchasing processes



# THE CHALLENGE



With over 300 care and nursing homes across the UK, and a strong focus on efficiency, quality service and compliance, FSHC is always keen to implement robust systems in all areas of the business.


The team wanted to be able to link together their entire supplier management process, allowing them to:

- Pre-qualify their suppliers
- Make cost savings
- Manage supplier risk
- Manage essential supplier information
- Ensure compliance
- Manage supplier performance

**FSHC has a large and complex supply chain, with a raft of supplier data, performance metrics and contractual documents that need to be gathered, stored and continuously maintained to ensure compliance. This was a manual process which required lots of time and effort.**

Similarly, the purchasing process required lots of administration, including paperwork, telephone calls and emails to suppliers. The procurement team wanted to be able to issue large volumes of tenders to suppliers and receive quotations in a quick and efficient manner, which would allow them to focus their efforts on more critical procurement tasks.

In addition to this, they required a price negotiation system that allowed them to invite suppliers to bid for business in a transparent and controlled environment, with the ability to report on the data and help them achieve the best market value.



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The varied approaches to procurement activities potentially exposed FSHC to supply chain related risks. FSHC use suppliers at a local, regional and national level, resulting in multiple providers of similar services and products. This means there are large volumes of documents and contracts to be approved and managed, increasing exposure to potential supply chain risks and enabling an increased range of options. Two of its primary concerns were anti-bribery and modern slavery, which, if managed incorrectly, could cause significant damage to brand and reputation as well as unlimited fines.

**FSHC wanted a software solution that could be embedded in the business at a steady rate, and built upon progressively, in order to change the way that the team thought about the entire process and to build belief in the system.**



# THE SOLUTION

Trade Interchange's ARCUS® platform has provided FSHC with a complete solution to better manage its suppliers, sourcing and purchasing processes.



The ARCUS® supplier management platform is made up of five modules which has enabled the team to manage their suppliers in a more efficient way, protect their brand from supply chain related risks, and have a more transparent price negotiation and tendering process.

## FSHC now has the full suite of modules implemented into the business:

**ARCUS® SIM is a central platform for collecting, storing and managing supplier data, including anti-bribery policies and modern slavery statements. The cloud based system allows suppliers to on-board themselves by completing questionnaires that are configured to FSHC's needs.**

FSHC has the ability to build the questionnaires based on the risk levels of suppliers and ensure compliance in areas such as health & safety and quality.

SIM also features automated alerts and reminders which are configured to FSHC's requirements, and places the responsibility onto the suppliers to update their information periodically, which reduces the administrative burden on the procurement team.

SIM's fully audited functionality streamlines FSHC's entire supplier information management process which demonstrates that best practices are in place to protect the company's brand.

Once a supplier is approved and on-boarded, FSHC use this list to provide the companies who are invited to tender for services.

**FSHC implemented Trade Interchange's eRFx module into the procurement function in order to create more transparency in the tendering process, as well as to reduce the administration involved.**

The highly intuitive module allows the procurement team to invite large volumes of suppliers to complete tailored questionnaires in order to find out if they can provide FSHC with the exact goods and services required.

The information collected can then be viewed side by side and compared easily, and is accessible by all key stakeholders.

Following a successful tender process, FSHC can then select approved suppliers who have demonstrated they have the ability to deliver the specific service required and invite them to take part in an online auction, for single or multiple contracts or products.

**ARCUS® eAUC allows FSHC to negotiate the market price of goods and services in a controlled, competitive, head-to-head environment.**

**FSHC utilise basket and total contract online auctions through the eAUC module, depending on the amount of items up for negotiation.**

**This variation allows them to achieve the best market value.**

FSHC uses eAUC for a vast array of direct and indirect items, including catering, stationery and soft furnishings, and continues to use this throughout the procurement function.

Once a negotiation is complete, FSHC finalise the contractual terms within SCM, ensuring all relevant data on the supplier and their services are maintained in one place.



**ARCUS® SCM utilises workflows to centralise supplier contract data and automated tasks to improve the efficiency of managing, renewing and approving contracts for the procurement team at FSHC.**

Stored centrally in the cloud, contracts can be easily accessed using the advanced search functionality, while configurable workflows, electronically mapped to FSHC's processes, mean that contracts are sent through the correct approval process.

“Trade Interchange listened to our requirements, and has configured ARCUS® to meet our needs.”

“Senior management here at FSHC championed the roll out and implementation of the modules across the entire procurement function.”

“We now have full belief and trust in the software, which is proving to be invaluable.”

“Trade Interchange's ARCUS® supplier management platform has allowed us to fully consolidate our supply chain and procurement function, and we now have a complete handle over all supplier data, contracts, performance and sourcing.”

Harvey Marston, Head of Procurement, Four Seasons Health Care

The automated alerts and reminders featured in this module are set against key milestones, such as sign-offs, in order to reduce the amount of manual work for the team.

Once a supplier is delivering the services they have been awarded, and signed a contract for FSHC, performance is monitored to ensure it matches the agreed contractual outcomes.

**FSHC uses ARCUS® SPM to measure the performance of suppliers against configurable KPIs. These include Quality, Performance, Attitude and Professionalism and Service Delivery.**

The scorecards utilised in SPM are self-configurable and easy to use, encouraging more responses from scorers.

The centralised dashboard provides a complete overview of the status of each scorecard, and the results allow the procurement team to easily identify supplier risk and non-compliance, which encourages better business communication and more informed purchasing decisions.

In addition to this, FSHC use ARCUS® SPM to collect rebate information from suppliers which is scheduled quarterly.

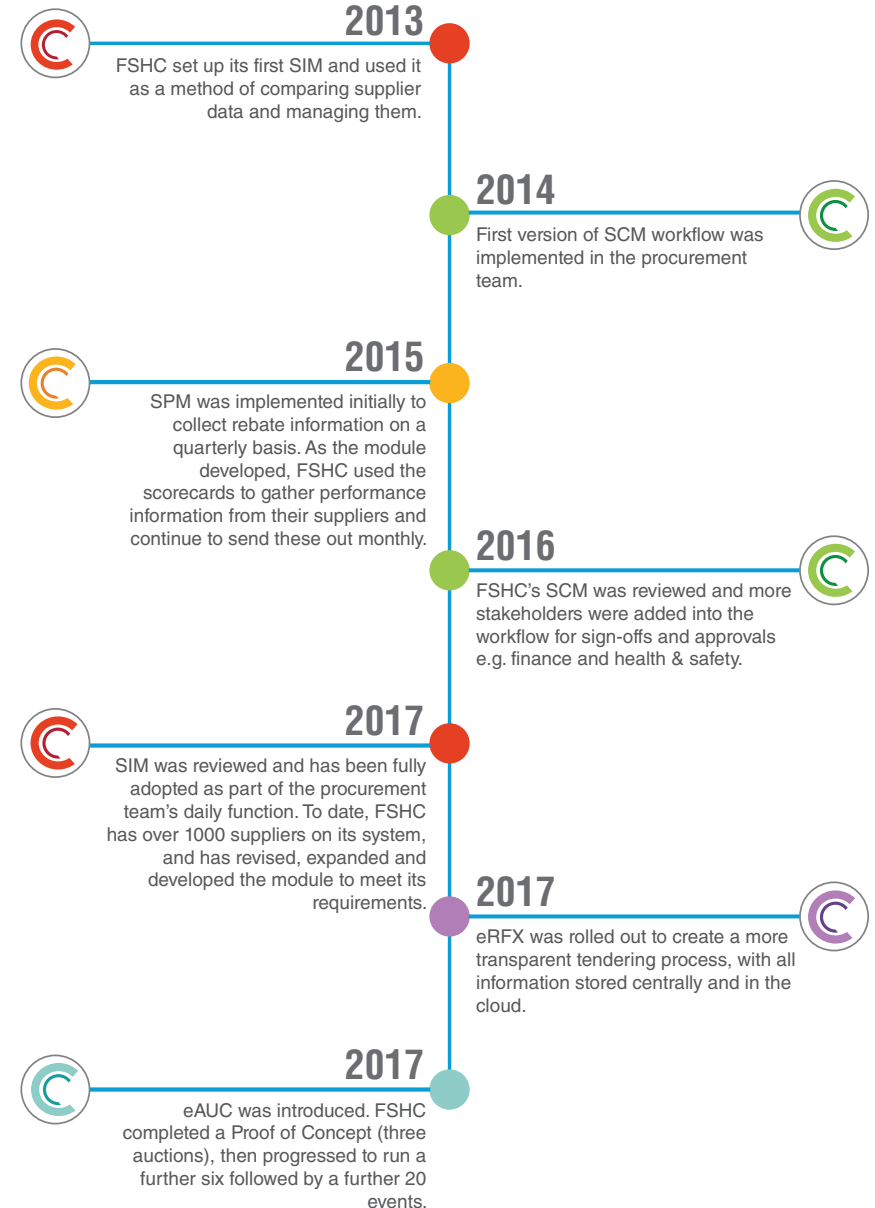
By utilising the complete ARCUS® supplier management platform, FSHC has greater control over the supply base, increased ROI, reduced risk and improved supplier performance in an efficient and visible online solution across multiple departments.

“ Four Seasons Health Care is the perfect example of how the ARCUS® supplier management platform can be fully implemented and utilised in all areas of a procurement function.

Their stepping-stone approach to the roll out of the modules really helped develop them into key tools that have enhanced their supplier management process, and it's great to see that they are utilising them to their full potential. ”

**Emma Wye-Williams,  
Operations Manager,  
Trade Interchange**

# IMPLEMENTATION





# TRADE INTERCHANGE

Smarter Supplier Management



ARCUS<sup>®</sup>  
**SIM**  
Supplier Information Management

ARCUS<sup>®</sup>  
**A Trade Interchange System**



ARCUS<sup>®</sup>  
**SCM**  
Supplier Contract Management



ARCUS<sup>®</sup>  
**eRFx**  
Supplier Tender



ARCUS<sup>®</sup>  
**eAUC**  
Supplier Negotiation



ARCUS<sup>®</sup>  
**SPM**  
Supplier Performance Management

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