



**Four Seasons**  
HEALTH CARE

# Unifying the supplier management process



# 99.5%

Key documents are verified by artificial intelligence at the point of upload with a 99.5% accuracy rate

Four Seasons Health Care's **large and complex supply chain** must be constantly monitored and maintained in order to **ensure compliance** with company and government legislation.

Supplier data, performance metrics and contractual documents must be collected and stored to provide evidence of due diligence throughout the supply chain; however, using manual processes to gather information can be time-consuming and prevent procurement professionals from undertaking other critical business tasks such as sourcing and negotiating the best price.

On-boarding and monitoring suppliers, gathering essential documents and data and assessing supplier performance can all be difficult tasks involving hours of paperwork, telephone calls and emails to suppliers. In addition to the inefficiency of this process, it can also be subject to re-keying errors as data must be copied and re-entered multiple times. FSHC's local, regional and national suppliers lead to large volumes of documents and data which need to be approved and managed, increasing the risk of concerns such as bribery and modern slavery.

## Challenges



**Unify the entire supplier** management process



**Protect reputation** by ensuring compliance and assessing supplier risk



**Reduce the length of time** spent on manually managing supplier information



**Manage risks of bribery** and modern slavery

**A large supply base meant that FSHC had to manage large volumes of supplier data, meaning that it could be difficult to confirm compliance throughout the supply chain. This extended to gathering all information on potential suppliers, achieving best market price for goods, and effectively managing supplier contracts and performance. By automating these processes, professionals now have more time to spend on more critical procurement tasks.**

To deliver supply base confidence using a streamlined solution, FSHC implemented:



*Procurement professionals spend the following amounts of time per week chasing suppliers for information according to Trade Interchange's survey, conducted by 3GEM*

## How has ARCUS® SIM helped the procurement department?

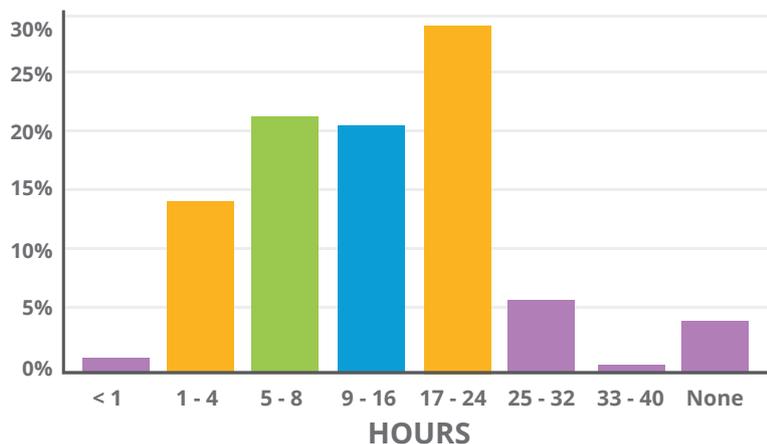
Using ARCUS® Supplier Information Management (SIM), FSHC has a central repository of all supplier information, including anti-bribery policies, health and safety, insurance and modern slavery statements. Suppliers on-board themselves, using configurable questionnaires to gather information specific to the needs of FSHC. Placing responsibility on the suppliers to upload correct information ensures all data gathered is accurate, while also eliminating the need to re-key information, reducing the likelihood of errors and saving procurement professionals' time.

Automated alerts and reminders notify both the supplier and FSHC if any documents are due to expire, requesting information to be updated. This not only eases the administrative burden, but also ensures no certificates expire without warning.

FSHC uses the full suite of ARCUS® Source and ARCUS® Supply modules, employing ARCUS® eRFx to gather information about potential suppliers to ensure their products and provenance can meet the needs of the company. ARCUS® eAUC is then used to achieve the best market value for goods from pre-approved suppliers, while SIM is able to on-board and manage all supplier information. ARCUS® SCM is deployed to manage the lifecycle of all contracts, while ARCUS® SPM monitors and assesses the performance of suppliers.

*'ARCUS® 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



## Benefits

- Confidence in suppliers' ability to deliver the required product
- Reduced risk as there is evidence all suppliers conform to company and government legislation
- Consolidation of the entirety of the supply chain into one streamlined solution
- Provides procurement professionals with more time to focus on more interesting tasks by automating the supplier on-boarding and monitoring process
- Advanced search functionality ensuring all key information can be remotely and easily accessed to prove due diligence throughout the supply chain

**50%**

**of companies surveyed**

said that supplier relationship management systems deliver more efficient processes, according to PWC

