

STRATEGIC SOURCING SERVICES

Satori Consulting facilitates sourcing optimization through straightforward yet highly effective vendor management practices. We establish the governance, infrastructure, processes and capabilities that characterize successful sourcing programs. Our vendor management solution enables clients to realize significant commercial benefit, efficiency gains, and protection against risk.

THE SITUATION AT HAND

Many organizations depend upon third party providers for certain services, including:

- Payroll and benefits
- Information technology
- Printing and production
- Physical security
- Recruiting and staffing

While outsourcing is common, many businesses lack a clearly articulated sourcing strategy or the organizational capabilities, processes and controls to responsibly manage vendor relationships. Such gaps often result in:

- Suboptimal pricing terms and conditions
- Poor service quality and performance
- Significant risk exposure, e.g. legal, information security, reputational, operational, and commercial
- Misalignment with business strategy and objectives

THE SATORI SOLUTION

We partner with organizations to establish or fine-tune vendor management programs that yield substantial and quantifiable results. We apply our client-proven Vendor Management Framework to every aspect of your program, working with senior leaders to embed improved practices into the organization.

VENDOR PROGRAM GOVERNANCE

We design vendor program governance structures that support and optimize sourcing relationships, and include:

- Roles, Responsibilities, and Accountability
- Policies and Procedures
- Adoption of Best Practices
- Performance Reporting and Escalation
- Training and Communication

VENDOR ENGAGEMENT

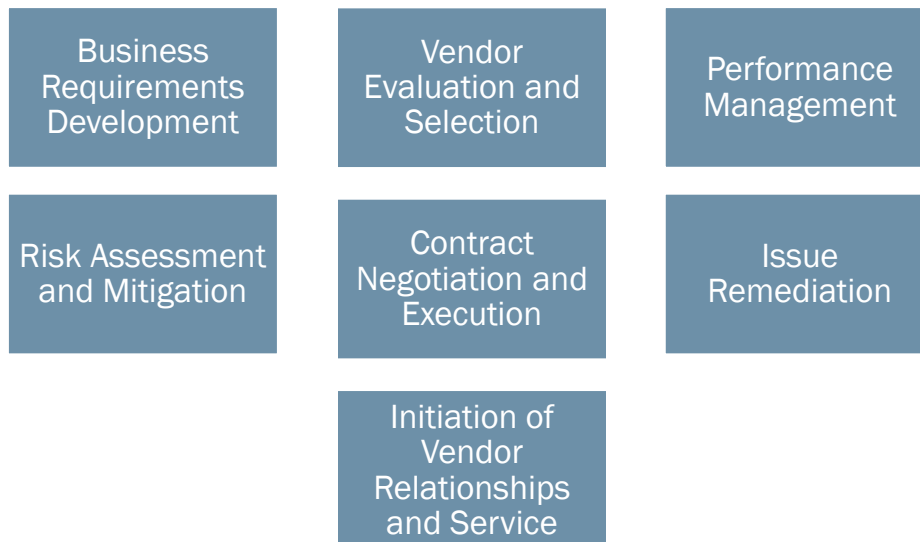
Engaging with new vendors requires thoughtful and deliberate assessment - the decision can have significant impact on an organization. Satori helps you navigate complex vendor landscapes, taking into account providers':

- Portfolio of Services
- Quality Ratings
- Performance
- Cost
- Business Practices
- Philosophy and Culture

You benefit from our experience by reducing the cost, time and energy associated with investigating, selecting and engaging with new providers.

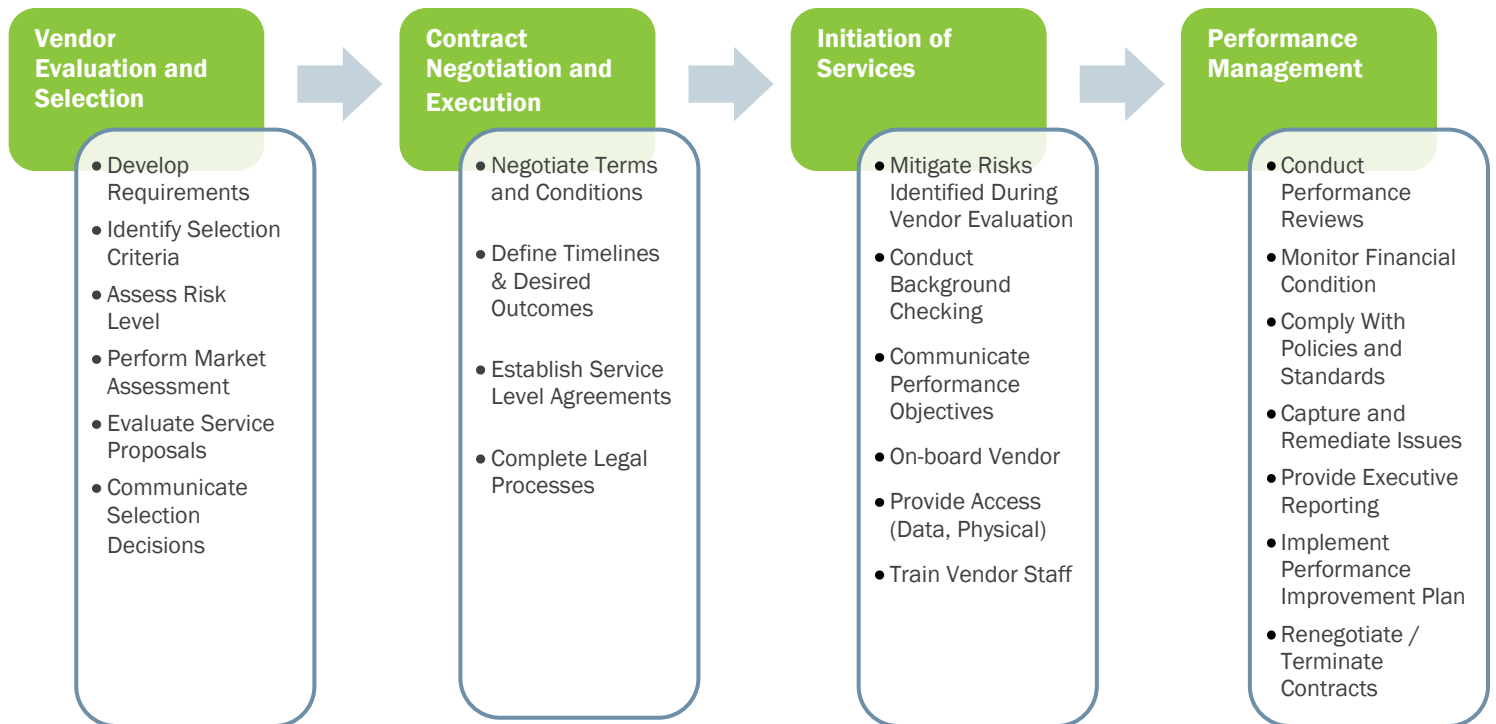
Satori simplifies the process of transacting with third party service providers. Our clients enjoy significant commercial advantages as a direct result of employing our vendor management practices.

ESSENTIAL VENDOR PROGRAM COMPONENTS



VENDOR MANAGEMENT FRAMEWORK

Our end-to-end approach defines the capabilities, resources, processes and tools that enable successful sourcing relationships at every stage of the vendor lifecycle.



VENDOR EVALUATION AND SELECTION

We implement a rapid assessment and qualification process to help you efficiently select vendors that meet your organization's strategic objectives and business goals, offer competitive advantage, and eliminate unnecessary risk.

CONTRACT NEGOTIATION AND EXECUTION

We facilitate coordination with your Legal, Procurement and Accounting teams to review, negotiate and finalize favorable contract terms prior to services being rendered.

INITIATION OF SERVICES

We guide your organization through the vendor on-boarding process to facilitate a seamless and low risk transition of responsibilities.

PERFORMANCE MANAGEMENT

Our performance framework is employed throughout the vendor relationship to ensure that service levels are not only maintained but continuously improved, contracts are administered properly, and issues are swiftly resolved.

BENEFITS

Organizations that invest in a well-conceived sourcing strategy reap the benefits of significant cost advantages, exceptional service quality, consistently positive customer experiences and a workforce adept at managing complex vendor relationships. Satori's vendor management experts deliver these capabilities and more.

At Satori Consulting, our mission is simple: to work side-by-side with clients to discover opportunities and solve problems. We strive to provide both comprehensive and expert service, mindful of every client's unique needs. Our team of highly-skilled management consultants brings a wealth of industry and functional experience to provide wide-ranging services in project and program management, risk management, change management, organizational effectiveness, strategy and advisory, business process engineering, performance management, and infrastructure and technology.



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