

# INFOSYS REF-OR-M SUPPLIER CONNECT SOLUTION

The REF-OR-M Supplier Connect Solution offers a pre-configured, end-to-end reference solution, tailored to build stronger relationships with Suppliers. The solution aims to enrich and manage the Supplier life cycle transforming the way you engage and monitor Suppliers. The

complete supplier sourcing to contract expiry journey is managed within a single platform. A one stop shop solution that takes care of RFI creation & distribution, RFI response collection, supplier onboarding, performance monitoring, supplier self service & engagement.

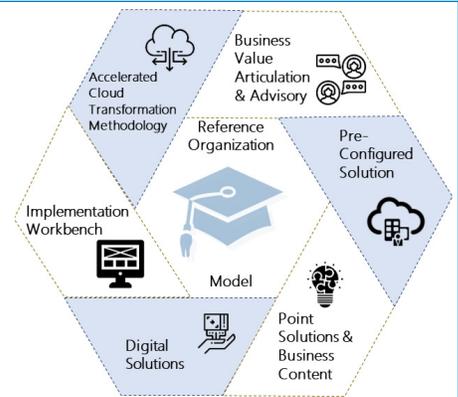


The REF-OR-M Supplier connect Solution offers solution components for efficient supplier management with supplier self service, Chatbots based on Microsoft Bot framework, End to end supplier onboarding, Marketing automation for supplier sourcing, supplier 360-degree view, RFI and Contract management , Performance dashboards, Insights and KPIs.

## REF-OR-M Framework

The REF-OR-M Supplier Connect Solution is built using the Reference Organization

(REF-OR-M) Framework which is a pre-packaged solution enabling faster deployment, reduced TCO, enhanced experience and superior quality



## Solution Capabilities & Business Process Breakdown

Infosys REFORM Supplier Connect Solution Offerings on D365	<b>RFI Management</b> <ul style="list-style-type: none"> <li>Create RFI's and distribute using marketing campaign features across emails.</li> <li>RFI responses collection, evaluation and approval.</li> <li>New supplier outreach through various social media channels.</li> </ul>	<b>Onboarding &amp; Checks</b> <ul style="list-style-type: none"> <li>End to end onboarding process for new suppliers.</li> <li>Document uploads by supplier and collection.</li> <li>Supplier information checks &amp; validation.</li> <li>Onboarding approval and email notification to concerned teams and supplier.</li> </ul>	<b>Performance evaluation and Dashboard</b> <ul style="list-style-type: none"> <li>Customizable supplier's performance w.r.t risk and compliance.</li> <li>Performance dashboard and Insights.</li> <li>Automated Risk and Compliance score calculation and categorization.</li> </ul>
	<b>Self service portal &amp; intelligent bot</b> <ul style="list-style-type: none"> <li>One stop place for Self service to fill RFI's and onboarding.</li> <li>Supplier profile view and updating if any changes.</li> <li>Supplier contracts review.</li> <li>Intelligent Chatbot for supplier assistance</li> </ul>	<b>Supplier 360</b> <ul style="list-style-type: none"> <li>Supplier Interaction timeline.</li> <li>360-degree view of supplier information and rating scores</li> <li>One point platform to view all the files and interactions related to Supplier.</li> </ul>	<b>Contract Management</b> <ul style="list-style-type: none"> <li>Contract creation and performance monitoring against contracts.</li> <li>Automatic mails and alerts for contracts nearing expiry.</li> <li>Contract review by suppliers at self service portals.</li> </ul>

## Key Benefits and Outcomes



### Efficient Supplier Onboarding

- Quick and easy supplier Onboarding lifecycle from one single platform
- Easy workflows to approve supplier and verify details.



### Targeting supplier

- Customized campaigns to send RFI's to supplier.
- Social Channels campaign to target new potential suppliers.



### Easy RFI Management

- Simple workflow to create and distribute RFI's.
- Automated RFI response collection.
- Easy RFI evaluation and approval.



### Saves time and cost

- Simple workflows saves administrative cost involved in managing supplier.
- Cost reduction through virtual support and onboarding



### 360 Degree Visibility

- 360 Degree visibility of supplier information and performance.
- Consolidated view of all the interactions with a supplier.
- Simple workflow for managing supplier contracts.



### Dashboards

- Customized dashboards to give insights on supplier performances.
- Automated risk categorization of supplier.

## Applicability of REFORM Solution

- **Greenfield implementation, Upgrade** or move to modernization using a digital platform like Dynamics 365
- Focus on building application in **agile and incremental** way
- Consolidation of all supplier interactions and details to create a single source that represents all channels and supplier touch points i.e., **synchronized supplier information**
- Leverage **best practices from successful** Dynamics 365 transformation engagements and reduced handoffs between systems and groups to achieve greater business value

## Deployment Approach



**Initial Due Diligence**  
using our ACE program



**Business Value Articulation** to explore the solution to define road-map to form end-to-end business processes; where value resides in the execution of these process steps



**Preconfigured Solution and Business content**

- Ready to run foundational configurations specific to Supplier journey
- System specific process flows for further customization analysis



**Point Solutions, Business Content & Digital Solutions**

- Horizontal Solution can be used by small, mid-sized or large enterprises across verticals
- Digital Solutions (like chat-bots/ AI/ML etc..) available in ready to deploy state

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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