

Supplier Management



Are you getting the best out of your suppliers and service providers?

CGI Advisory Services will work with you to deliver outstanding supplier management strategy and operations.

Supporting clients on their supplier management journey

CGI Advisory Services can help you throughout the supplier management lifecycle, from making effective and timely procurement decisions, through to sourcing strategy, building capability and improving supplier performance. Our consultants have vast industry experience, rooted in operational delivery. We combine this operational acumen with a collaborative approach to twenty-first century supply chains, so that each engagement delivers demonstrable improvements.

Service excellence across the supply chain

We understand the importance of effective supplier management when managing a complex, interdependent digital supply chain. Our advisory consultants have extensive experience of delivering digital solutions using the latest technical and service innovations. Whether you need to go to market for a Service Integration and Management (SIAM) supplier, on-board a newly integrated ITSM toolset, or improve your suppliers' operational delivery, CGI Advisory can help.

Procurement and sourcing strategies

To ensure your resourcing activity starts from a position of strength, we will work with you to define a strategy, map requirements and select a supplier. CGI Advisory Services is independent, ensuring that our consultants always focus on delivering the most effective solutions for your organisation.



Avoid costly supplier management failures

Failing to effectively manage your suppliers costs money, time and affects user satisfaction.

CGI Advisory will help throughout the supplier management lifecycle, ensuring you avoid some of the most costly mistakes.

- Align business and service strategies by defining a supplier management strategy
- Shorten and de-risk procurement cycles by defining project requirements effectively
- Drive supplier behaviours by incorporating collaboration into your contracts and processes
- Improve service outcomes through effective service levels and performance monitoring
- Quickly identify and remediate performance drops by introducing supplier management and governance frameworks

Procurement and Sourcing Strategies	Supplier Management Policy & Implementation	Operational Supplier Management	Supplier Remediation
<ul style="list-style-type: none"> • Supplier relationship management • Supplier operational acceptance & transition • Operational-level Agreements (OLA) & collaboration agreements • SIAM supplier management • On-boarding new managed services • Off-boarding retired services 	<ul style="list-style-type: none"> • Service catalogue & portfolio definition • Supplier tiering & supplier matrix design • Supplier management governance & process design • Defining & monitoring service levels • Supplier contract alignment & revision • Supplier on-boarding 	<ul style="list-style-type: none"> • Supplier relationship management • Supplier operational acceptance & transition • OLA & collaboration agreements • SIAM supplier management • On-boarding new managed services • Off-boarding retired services 	<ul style="list-style-type: none"> • Governance framework review • Service improvement & remediation planning • Service exit

Supplier management policy & implementation

Our proven experience of delivering supplier management frameworks at scale and pace means you can accelerate your improved supplier services and reduce spend. We will support you to define an effective supplier management framework aligned to your operational strategy.

Operational supplier management

Not every organisation is great at managing suppliers. We will work collaboratively with you to upskill your team, build capability and deliver better supplier performance.

Supplier remediation

Things will go wrong when managing a complex supply chain. What matters is responding quickly, with focus and effectiveness. We help clients to resolve issues with underperforming suppliers, reset relationships and deliver improved collaboration.

Why CGI Advisory Services?

All of our consultants combine their deep theoretical knowledge with operational experience, having worked in pressured service management roles within complex supply chains. Our track record proves that you can trust us to deliver meaningful and lasting improvements for your organisation.

We work hand in hand with clients to achieve successful outcomes. Whether you need a short contract review or to completely re-engineer your supply chain, we care passionately about making every engagement a success.

For more information
enquiry.uk@cgi.com

“Work with us to transform your supplier management capability, delivering meaningful service improvements and saving money.”

About CGI Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

Operating in hundreds of locations across the globe, CGI delivers an end-to-end portfolio of capabilities, from IT and business consulting to systems integration, outsourcing services and intellectual property solutions. CGI works with clients through a local relationship model complemented by a global delivery network to help clients achieve their goals, including becoming customer-centric digital enterprises.

Learn more at www.cgi.com/uk