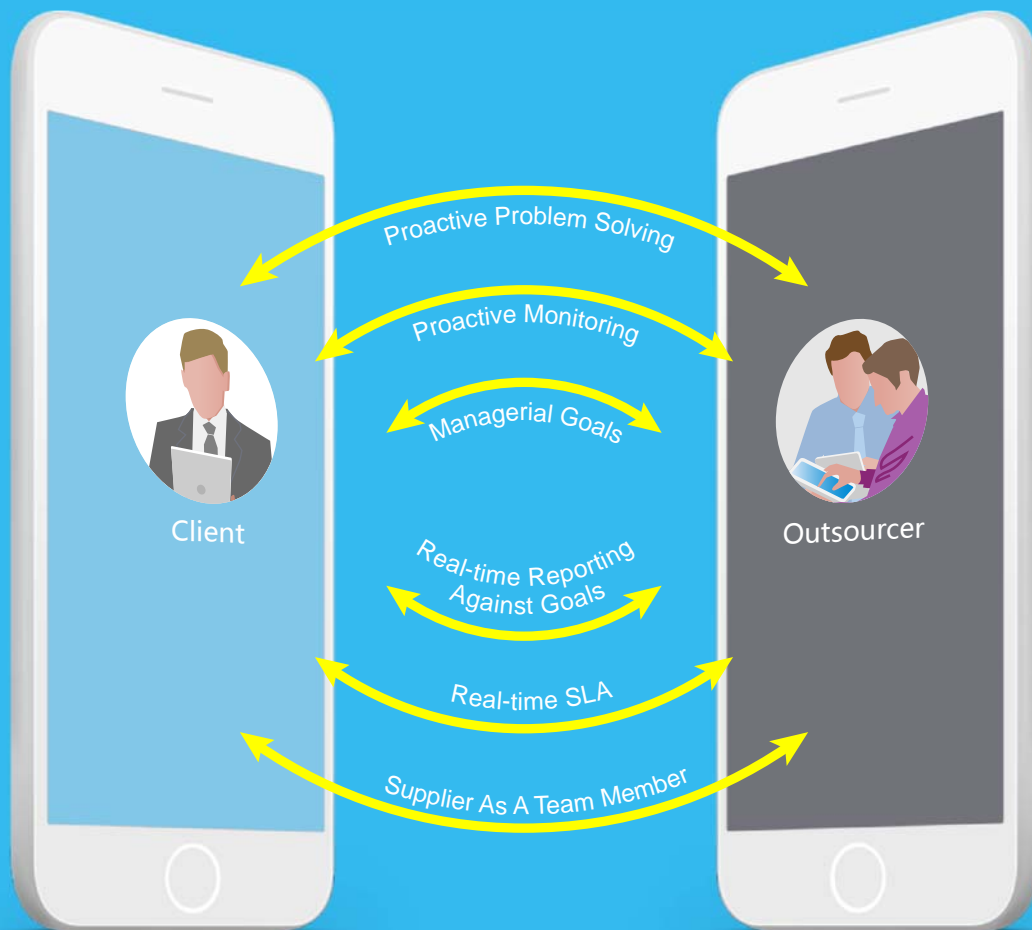


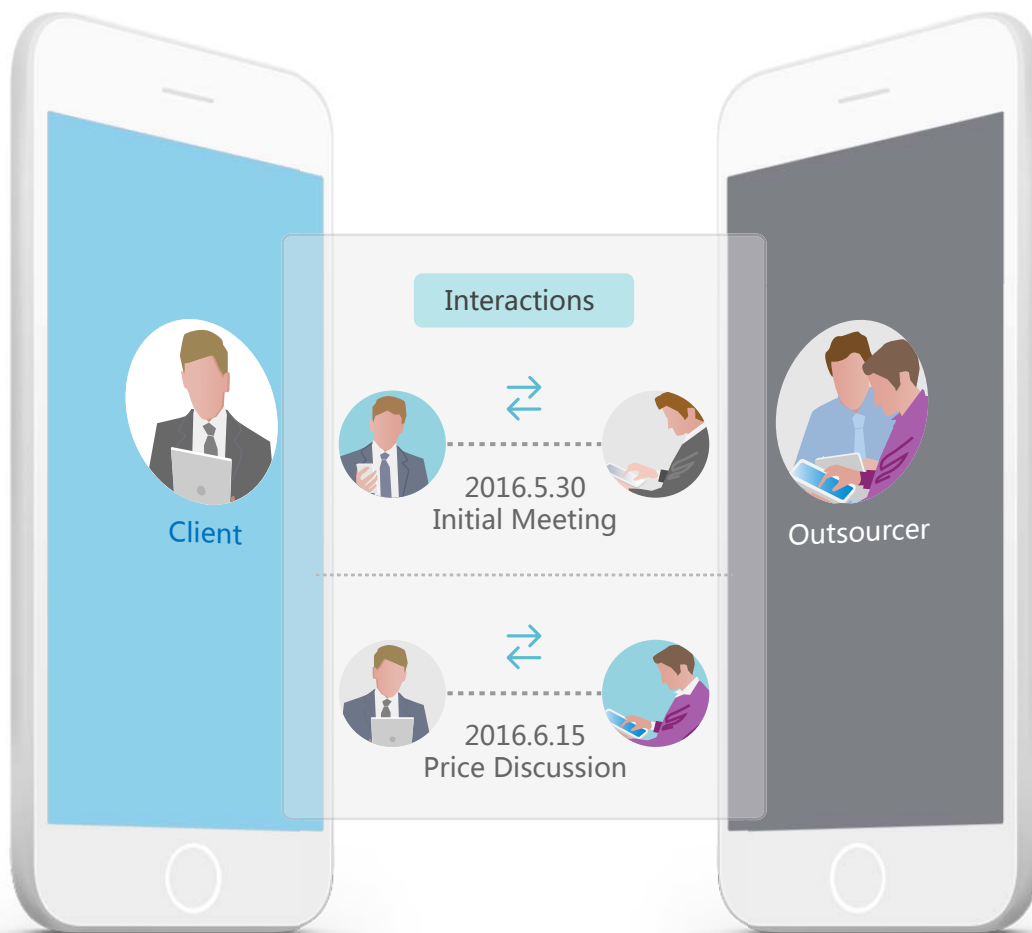
# Vendor Relationship Management



A successful enterprise usually has win-win long-term relationships with its suppliers and vendors. But, for non-consumer products and services, buyer's dependency on vendors increases when the products and services that it depends upon are non-standard and specialized. For example, the trading and settlement systems of an exchange are specialized and their uptime can be heavily affected by whether the exchange has the know-how of managing its vendors that it heavily depends upon.

Therefore, managing vendor relationships become crucial and 8Manage SPM provides tools for the enterprise to better manage vendor relationships.

## 1. Tracking all key interactions & promises



In order to maintain good long-term relationship with its vendors, the enterprise must maintain corporate memory (not individual memory) of its key interactions and promises with its vendors. 8Manage provides facility to record the enterprise' s interactions and promises with each vendor and view them in chronological order.

The easy and clear tracking of what have been discussed and promised helps reinforce that people of the same corporate to have corporate memory and speak with the same tongue.

## 2. Vendor as a team member

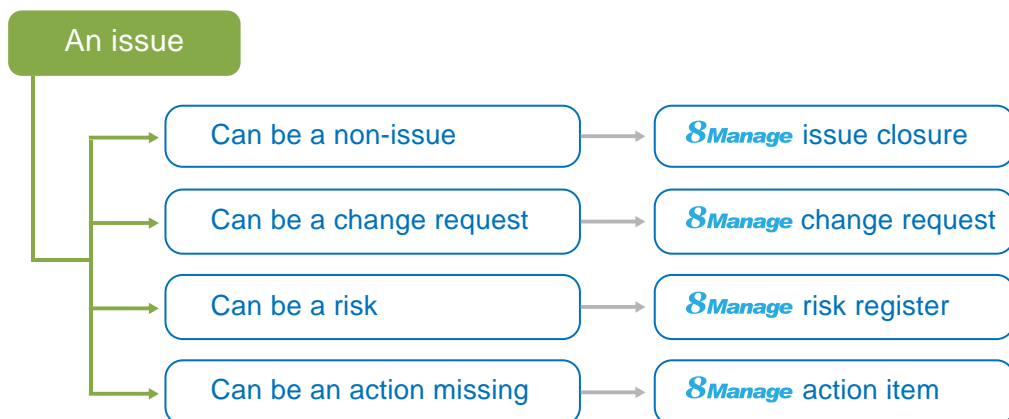
Communication is very key in nurturing relationships. 8Manage SPM provides social sharing, real-time chat and discussion forum communication tools for outsourcing activities.



8Manage SPM also allows the staff of the enterprise and outsourcers to directly involve and work together in outsourcing projects and programs as team members.

### 3. Tracking all issues

8Manage SPM allows centralized tracking of issues and actions and provides automated alerts and escalations.



### Outsourcing Risk Management

8Manage SPM automatically detects systemic risks of outsourcing projects and programs, and provides an integrated risk register for recording user-identified risks and tracking them to closure.

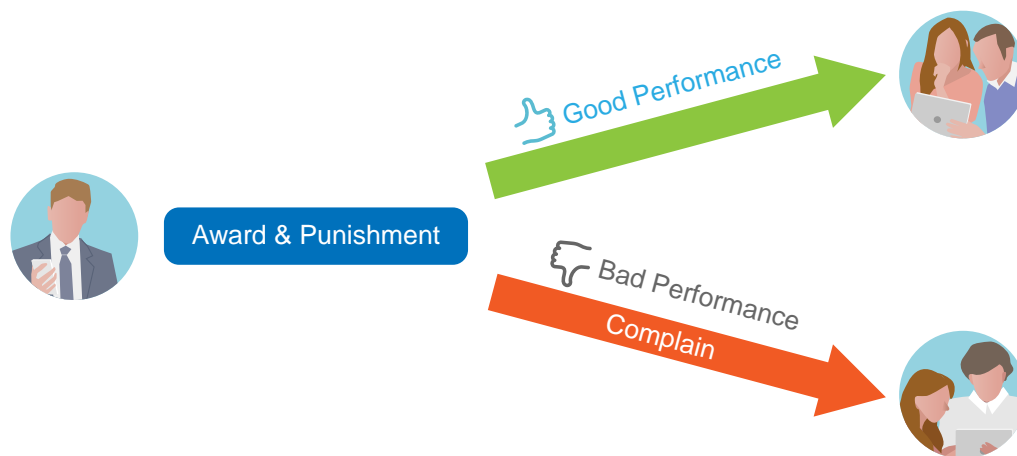
### Outsourcing Issue Management

8Manage SPM provides the following functions to track issues and actions to closure:

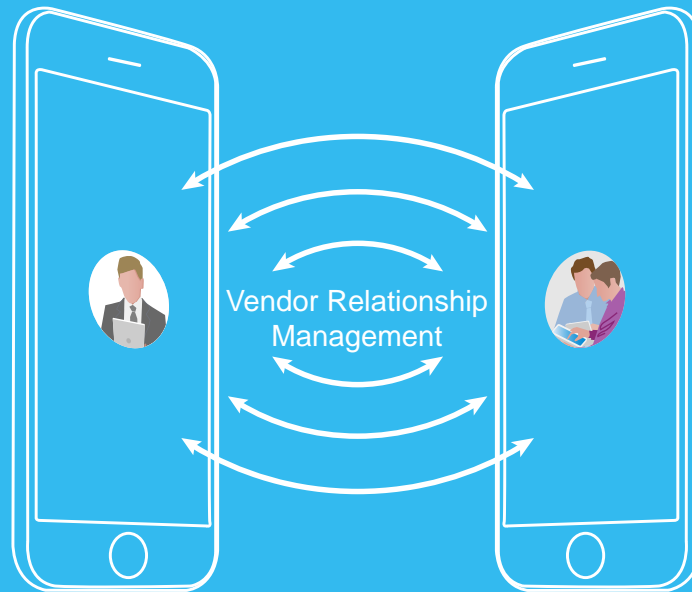
- Multi-level issue aggregation and tracking
- Critical issue management
- Emergency management

## 4. Managing reward and punishment

8Manage SPM' s real-time contractual service level agreement management functions can detect any discrepancies between what have been promised and what have been delivered at the earliest possible time to avoid the building-up of over-promising and under-delivering.



8Manage SPM' s real-time contractual service level agreement management functions also supports rewards and penalties based on KPI results. The real-time performance-base rewards and penalties help reinforce the enterprise and its vendors to keep their promises or they will face the consequences.



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Wisage Technology is an international software product company with clients in many countries and regions, including the U.S., Canada, China mainland, Hong Kong, Macau, Taiwan, Malaysia and Singapore. All its products are mobile internet ready and can be accessed with IE, Firefox, Safari and Chrome browsers and we also provide different apps on Android and iOS. It offers perpetual licenses for all regions and SaaS in certain regions only for the following products:

|   |  |
|---|--|
| <b>8Manage CRM</b> : Mobile Internet CRM                                  | <b>8Manage eExpense</b> : Web & Smartphone Expense Report System |
| <b>8Manage SPM</b> : Supplier & Procurement Management                    | <b>8Manage eLeave</b> : eLeave & Leave Management                |
| <b>8Manage Simple PM</b> : Simple to Start & Extend PM                    | <b>8Manage eTimesheet</b> : Web & Smartphone Timesheet System    |
| <b>8Manage PM</b> : Advanced Tool for Project Planning & Execution        | <b>8Manage eLearning</b> : Advanced eLearning System             |
| <b>8Manage PMO</b> : High Performance PMO                                 | <b>8Manage eSurvey</b> : Easy-to-use eSurvey System              |
| <b>8Manage Finance</b> : Strong Connectivity with Businesses & Operations | <b>8Manage eDMS &amp; KM</b> : eDocument & Knowledge Management  |
| <b>8Manage HR</b> : Human Capital Management                              |  |
| <b>8Manage OA</b> : New Generation Office Automation                      |  |
| <b>8Manage BI</b> : Point-and-click BI                                    |  |
| <b>8Manage O2O</b> : B2C, B2B, eExchange, eSettlement & eERP              |  |
| <b>8Manage FAS</b> : Knowledge Enterprise Full Automation Suite           |  |
| <b>8Manage eERP2</b> : Manufacturer eERP2                                 |  |