

How Cisco IT Automated Vendor Services Delivery

Automated vendor management system improves productivity and reduces costs.

BUSINESS BENEFITS

- Employees restricted to preapproved vendors
- Better service pricing
- Automated workflow minimizes IT overhead
- Shortened service delivery times
- Increased visibility of spending for services

“Not only can we answer questions about inventories and usage trends, but we really keep vendors honest.”

– Mark Edmondson, Cisco IT Services Expense Management

More than 34,000 Cisco employees rely on a constantly growing number of outside vendors for technology-related services.

Without a vendor services management program or corporate guidelines, employees and departments were independently contracting services from local providers. Cisco IT was asked to implement best practices to manage relationships with these providers, to ensure optimal service pricing and contract terms, and to streamline the order and delivery process for employees. Managers also wanted more visibility into actual spending on the services, by vendor and by employee, to help them manage and reduce costs.

The required solution had to satisfy every group in the company.

Employees required an efficient way to learn about and order services, and to get service support during the life of the service. IT needed to track service-related assets to ensure that equipment was kept up to

date and adequately supported by the infrastructure. Finance needed to track service-related asset inventories, and required an efficient method to reconcile invoices against the services in use. Managers needed to know what their staffs were spending, and executives needed to understand overall spending trends.

In parallel with these efforts, Cisco IT was developing an invoice management solution, including a centralized database of employee and service data. The new vendor services solution would have to fit in with that solution.

Defining an automated workflow streamlined every step of the process. Cisco IT built an internal management application to support the workflow. Employees use a GUI to make service selections, place orders, and check order status. IT service managers can set up vendors and services on the system, and restrict employees to the most cost-effective offerings. Orders are automatically routed for approval and then transmitted to the supplying vendor.

Shortened service delivery times keep employees happy, and managers can now see and control expenses in real time. Automatic invoice reconciliation complements the new vendor services solution, catching billing errors and overcharges. As a result of the success in the U.S., the new system is being extended globally, and vendors are enhancing their own processes to take advantage of the automated solution and process implemented within Cisco.

Vendors can take advantage of the new tools to streamline service delivery and billing.

Case Study: http://www.cisco.com/web/about/ciscoitatwork/case_studies/business_management_dl3.html

FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT www.cisco.com/go/ciscoit

NOTE

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