

A large, light grey arrow graphic that starts from the left, curves downwards, and then turns upwards and to the right, framing the central text.

Scope of Marketplanet's SUPPORT SERVICES

BUSINESS AND CONTENT SUPPORT

Content Enablement Services – build and maintenance	System content management.
	Adding and updating directories, contracts, suppliers and all other vital data.
Category Strategy implementation	Implementation and maintenance of the developed and implemented procurement strategies.
	Implementation of selected categories/strategies.
Insights and Analytics	Support the reporting process with pre-existing tools by creating dedicated/optimised reports directly in/on the procurement system.
Spend Management – analysis and consulting	Improved spend management based on optimised reporting and statistics.
	Evaluation and analysis of existing solutions, as well as consulting and optimisation in this area.
	Update and optimise KPIs.

SUPPLIER ENABLEMENT AND SUPPORT

Supplier on-Boarding	Execute processes for adding new suppliers to the purchasing system's contractor database.
Technical Supplier enablement	Additional technical work to connect the supplier to your system (setting up interfaces, and other necessary work).
Supplier Help-desk	Access to a dedicated helpline that provides support and assistance to suppliers.
Supplier training and communication	Organisation and delivery of training, provision of support, preparation of manuals, newsletters and bulletins.

USER SUPPORT

User Help-Desk	Access to a dedicated helpline that provides support and assistance to system users.
Users Trainings	Organise and conduct the necessary training for all users.
Training materials preparation and maintenance	Create training materials/instructions and update as necessary.

INTEGRATIONS

Business specification	Preparation of development specifications.
	Drafting of regression test scenarios.
Implementation	Deployment of prepared solutions.
Interfaces Monitoring	Maintenance of established interfaces.
	Carry out necessary updates.
Business effects analysis	Verification of the effectiveness/impact of the solutions introduced.
Business continuity monitoring	Monitoring of active processes and their correctness of operation and supervision of emergency/replacement solution.

Do you have questions?

Contact us



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