



Concierge Services

DATA SHEET - COMPLIANCE

Managing Supplier Compliance is about as exciting as doing the ironing; it's something that needs to be done and you have to keep doing it over and over again.

Let the metaSC concierge team take over the drudgery of managing supplier compliance. Give the job to the experts.

What are Concierge Services?

Much like hotel staff take over the chores of ironing and cleaning during your stay, our concierge team takes over the labour of managing supplier compliance.

In the same way a guest at a hotel asks a concierge to book a table at restaurant, our iCiX members ask us to work on their behalf to chase suppliers, ensure documents are up to date, run reports, carry out risk analysis and benchmark suppliers.

Our concierge team acts on your behalf, we carry out the mundane tasks so your staff can be more productive and more focused on your core business.

Why use metaSC Concierge Services?

The answer's quite simple; often we can manage your supplier compliance faster, cheaper and more accurately than your staff are able to.

Our concierge team is using iCiX and contacting supplier members all day every day. We know what works and what doesn't work. We operate at an industry level, and we've heard all the issues before so we can deal with them quickly and efficiently.

By using our concierge services, you benefit from our economies of scale.

How do members use Concierge Services?

Members use us the same way they use a travel agent or design company. Our team provides a corporate function that delivers a specialised service that cuts costs and risks across the organisation.

Set-up and optimisation

The implementation process drives 100% supplier participation, however once all your suppliers have joined, you will want to customise categories and reports for your unique business needs. The concierge team help by bridging the gap between implementation and the day to day operation of iCiX.

Ongoing Management

Generally, supplier compliance management, if done at all was done piecemeal across an organisation with little or no central management, oversight or control.

As we set up and optimise the system for new members, they realise that we may already be contacting their suppliers and so ask us to take on the task of managing supplier compliance on their behalf.

On an average annual salary of \$60k per annum, including on-costs, the total cost of a compliance officer can be over \$100k per annum.

By using metaSC concierge services, you don't need to increase your headcount. We supply it as a service, providing you with a centralised resource that delivers a single consistent view across the organisation and that delivers the right information at the right time to the people who need it.

As we operate at an industry level you also reap the benefit of our industry-wide knowledge and expertise.

Let our compliance team remove the drudgery of managing supplier compliance so we can drive compliance up as far as possible to minimise your risk.



Why train your staff to carry out this once-off exercise, let our concierge team do it for you

- we can do it faster
- we can apply our cross industry experience.



Some Concierge Services

Keeping supplier lists up to date

Keeping the company's supplier list up to date is essential in ensuring your reporting is accurate and your risks are minimised.

We work with you to devise the best method of ensuring that redundant suppliers are removed and new suppliers added.

New supplier introduction

New suppliers need to be contacted, have the system explained to them and a compliance matrix set up according to your minimum requirements. Our concierge team can assist all new supplier through this process on an ongoing basis.



Supplier category management

Different staff will have responsibility for different types of suppliers, or suppliers in different locations. Our team creates different subgroups from the company members list, e.g.

- by location
- by service or product provided
- by building or portfolio of facilities
- by job responsibility or role

Keeping these categories up to date is vital in generating valid and accurate reports.

Small supplier support

Within any list of suppliers there will be a number of suppliers who find technology challenging. Our concierge team are experienced in helping this type of supplier load their documents onto the system.

Real time reporting and monitoring

Based on the supplier categories, our team sets up detailed searches and reports so that your staff can see which suppliers are compliant across a range of requirements, i.e. insurance AND/OR public liability.

Pro-active risk management

Using the reports, we chase suppliers who are at risk of becoming non-complaint, ensuring there is no lapse in cover. The concierge team work with you to set minimum requirements by supplier category and use reporting broadcast capabilities to chase suppliers who are about to become non-compliant.

Often this means chasing suppliers by phone and tracking suppliers who consistently react slowly.

Broadcasting minimum requirements

The concierge team can ensure your appropriate minimum documentary requirements are communicated to the relevant suppliers, e.g. electrical minimum requirements to electricians.

These requirements will be documented in your Approved Supplier Program which, if necessary, we can help you develop.

Advanced services

Using SMARTFLOW and electronic signatures, the concierge team has set up customised functions for special client requests, such as;

- reportable electronic forms and permits
- electronically signed acceptance of terms and conditions
- compliance questionnaires for tenders



For more information

To find out more about metaSC and iCiX, please visit us at www.metasc.com

metaSC is an IPcubed initiative

- Increase Profit
- Increase Productivity
- Increase Performance

For further information

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