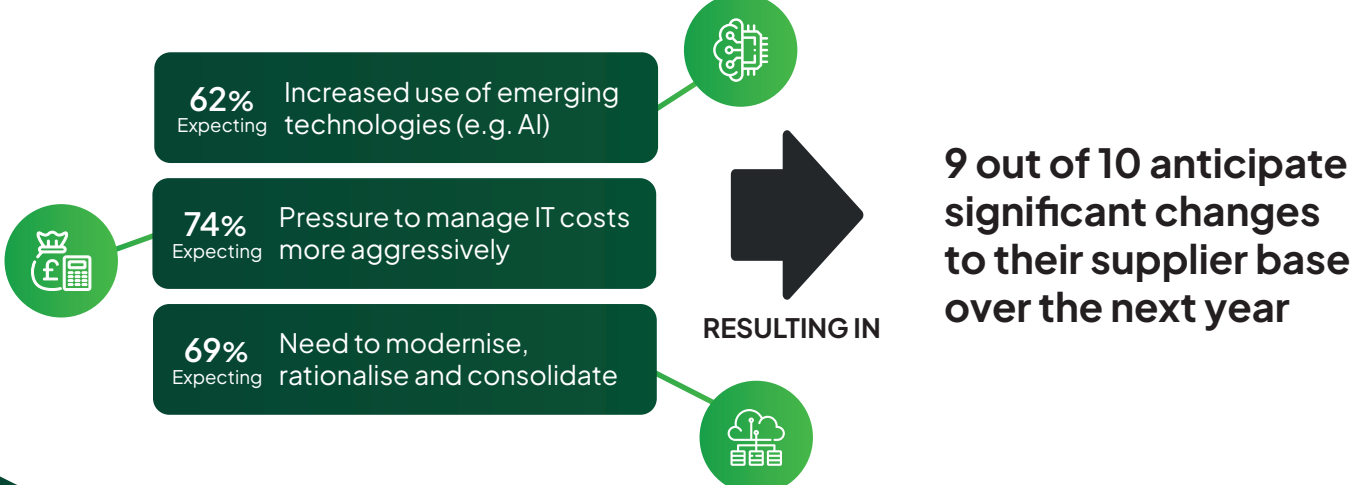


Getting the most from your key suppliers

Suppliers in the spotlight

In a recent survey of 68 members of the CIO WaterCooler even the most competent and organised IT teams are dependent on their suppliers to deliver effectively. You therefore need to make sure that the mix of partners you work with is adjusted as business demands evolve and technology advances open up new opportunities.



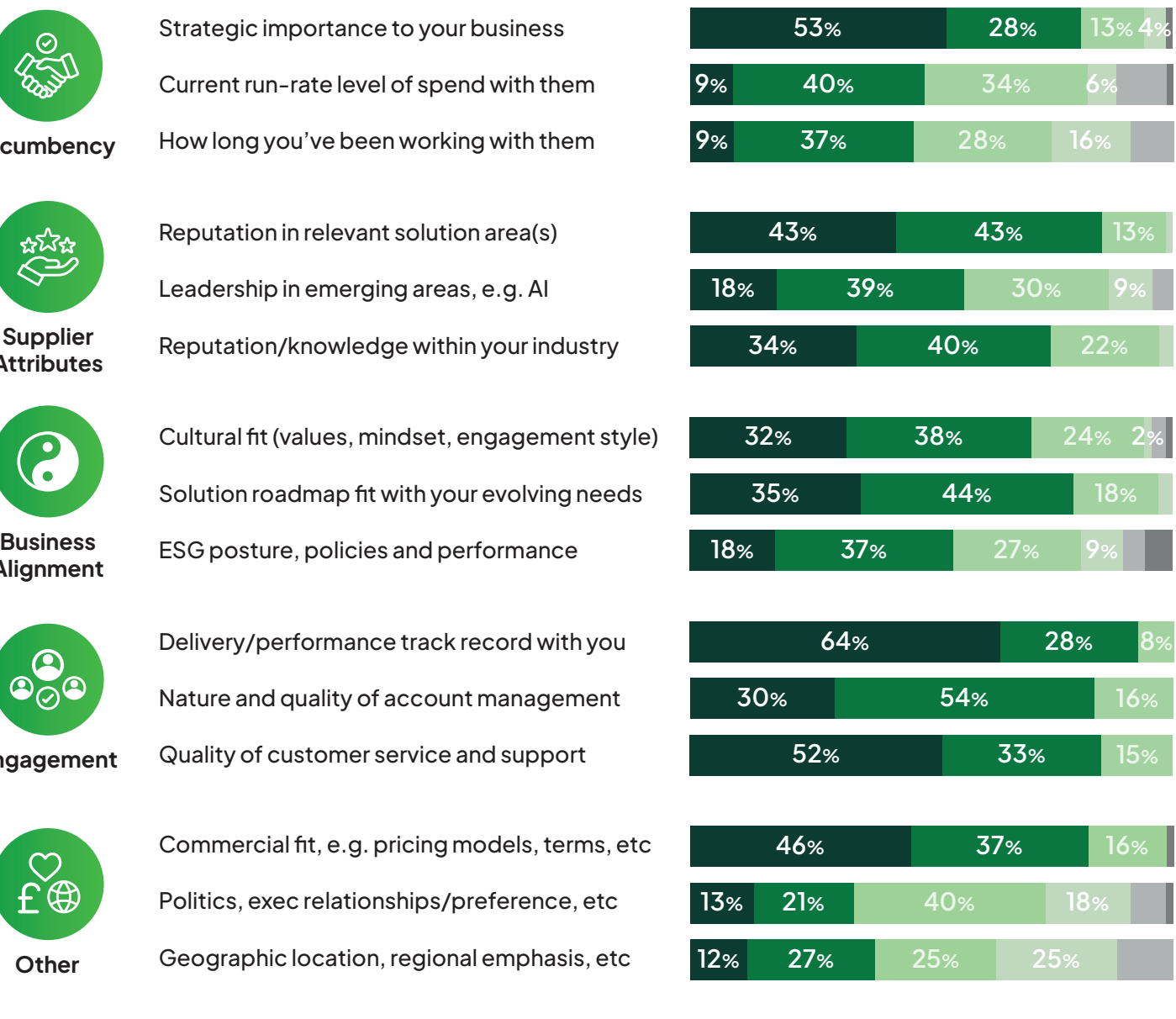
Need to prioritise

Beyond managing your supplier base at a high level, it's also critical to have a clear idea of which suppliers are most important to you so you can proactively manage your relationship with them to unlock the most value. Many different criteria can be used to do this, and it's useful to look at how others weight them to help you optimise your own approach.

Prioritising Suppliers

What are the influences?

High influence 5 4 3 2 1 No influence



Value-based management

Key supplier management is really about building and developing relationships, making sure both parties understand each other, align interests, and work together so each gets what they need. And this isn't just a romantic idea; just consider why some customers get treated better than others, even if they have a similar level of spend with the same supplier.

Getting the most from key suppliers

Do you do any of the following as part of your key supplier management process?



Learning from your peers

While the above illustrates that many CIOs know they could do more to develop key supplier relationships and unlock the kind of benefits highlighted, we were able to tap into a huge amount of collective experience on this topic. This gave rise to a set of tricks and, presented below in the CIO WaterCooler spirit of enabling IT leaders to learn from each other.

Insights for success

What are your top tips for getting the most from key suppliers?

