E·SAFE | The ModernOffice™

"What is Vendor Management?"

Vendor Management is included in a managed services offering from an IT provider. When implemented correctly, this solution can increase productivity within your office environment. Every company has a large amount of vendors: main software solutions and business applications, accounting systems, telephone providers, printer and document management, Internet Service Providers, and other technical resources. With vendor management as part of your solution, the IT provider acts as your liaison between all of these contact points, simplifying and consolidating the communication to increase efficiency and stop the finger pointing. What do I mean by finger pointing? We have all been there before. Our main business applications aren't running optimally and we call our software vendor, but they tell us that something is with our Internet connection so we have to call them. Then, our ISP tells us that our Internet is working fine so we have to call our vendor back and discuss alternative solutions to our problem. This happens more often than one would think. With vendor management, we take the initiative to solve these problems for you before they leave you down-and-out for multiple hours. Instead of your Office Manager, COO, CEO, or Operations Manager scrambling around trying to solve the problem, your IT provider can do all the dirty work for you! No matter how many vendors you work with to help your business run, your IT provider can help alleviate some of the stress from your main office personnel.

E·SAFE TECHNOLOGIES
Start with a Plan, Finish with Success.

"How Can Vendor Management Improve My Business?"

Vendor management is a process that can increase efficiency and productivity in the workplace by consolidating the following contact points:

Internet Service Provider - Many times your IT provider will be in contact with your ISP to solve connectivity issues and other issues. This company is vital to every day business operations, and downtime in a technology related business can be detrimental to productivity.

Printing and Copying - Your company's network printer can sometimes cause some issues resulting in people being unable to print. We will contact your print company to resolve the issue.

Telephone Systems - VoIP and other telephony solutions have to sync with your Internet and your computer network as well. All of these networks have to be on the same page so each device can communicate with the next.

Main Business Application - Whether you are an accounting firm, HVAC company, or insurance provider, your custom business applications need to integrate with your operating systems. This can sometimes be troublesome and we can be the first to give them a call, leaving your office personnel free to manage the job they are supposed to be.

Next Issue:

Remote Monitoring & Administration

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"How Does Vendor Management Work?"

Managing your vendors for you is actually an extremely easy process. We become your go-to vendor for all of your technology problems. It is almost like we are your IT administrator in your office at the end of the hall. When your printer isn't working, you give us a call to come and fix it and get everything back up and running. We come out or access the network remotely, try to fix it manually with the printer knowledge we possess, but there are still issues. Instead of having you call the printer vendor, we pick up the phone and dial the number for you. Because we are already your IT provider and have an idea of your network and its topology, we are able to direct the printer vendor to get where they need to be in order to resolve the issue. Now lets say there is a major issue with your phone systems and you give us a call to fix it. We come out and perform our phone diagnostic test to see if we can identify the problem. After a few minutes, we realize we need to get your telephone provider on the line to fix it, saving your business personnel time and frustration, which in the end saves you money!

"What's My Investment In Vendor Management?"

Vendor Management is part of a solution that really puts a price on how much you value your employee's time, instead of an up-front, monetary value. Questions that can be asked are: How much time is my Office Manager spending on a weekly basis talking to my different vendors? And, what could my operations manager be doing instead of being on the phone with the Internet provider? When you ask yourself these questions, you can start to see the value of vendor management and its translation to the bottom line of your business.

Whether you are a regular office employee or an IT manager, dealing with vendors can always be troublesome. The last thing employees want to be doing is running around trying to solve problems that shouldn't be problems in the first place. Managed services packages can alleviate those stresses, leaving us to deal with your vendor's finger pointing antics. Consolidate your points of contact with a managed services plan and E-Safe will be your "one throat to choke."

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Want to Learn More About
Vendor Management
or E-Safe's
Modern Office Series?

Contact Tim Steinour at
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