



Datatrain SRM Solutions

For Constructive Cooperation: The Partner/Supplier Portal

When it comes to commissioning outside contractors, an SRM system has proven indispensable to many property management companies. Datatrain's updated Partner/Supplier Portal is scoring points with a technological upgrade and flexible system navigation that allow its mobile use on site.

Delegating tasks is the name of the game when your in-house capacities are exhausted or specialists are needed. But the effort expended must be kept to a minimum. Professional supplier relationship management means, above all, bringing time- and cost-effectiveness to your collaboration with external service providers without compromising quality.

Flexible Design to Mobilize Forces

This is exactly what Datatrain's Partner/Supplier Portal has been doing for prominent real estate companies for some years now. The result: substantial work and cost savings in the awarding and execution of contracts, as well as a significant increase in tenant satisfaction. The web portal has long provided a range of functions to support, standardize and optimize communication and cooperation with outside contractors.

Now it can do even more. While tradespeople and other contracting partners such as architects and engineers currently run the B2B portal on their office PCs, the new version of the application is made for use on mobile devices as well – enabling service providers to access it by smart phone or tablet irrespective of location. This makes the execution of work orders yet more efficient in terms of price-performance ratio, quality control and schedule control:

- Equipped with a range of improved features, the newly configured web portal has a strikingly modern, technologically refined, responsive design that allows optimal adaptation to the specific characteristics of the respective mobile device.
- The application is designed for easy handling both in-house and on site, independent of platform.
- Its simple, task-oriented navigation is easy to learn, even for untrained users.
- Contracting partners can file confirmation of completed jobs directly from the site and call up work orders or work clearances even faster than before.

The Partner/Supplier Portal serves the full mapping and documentation of unplanned maintenance performed by external service providers. On the basis of unit-price catalogs as well as flat-rate and, in some cases, maintenance contracts, it ensures the transparent, controlled, uncomplicated and fast awarding and calculation of contracts.



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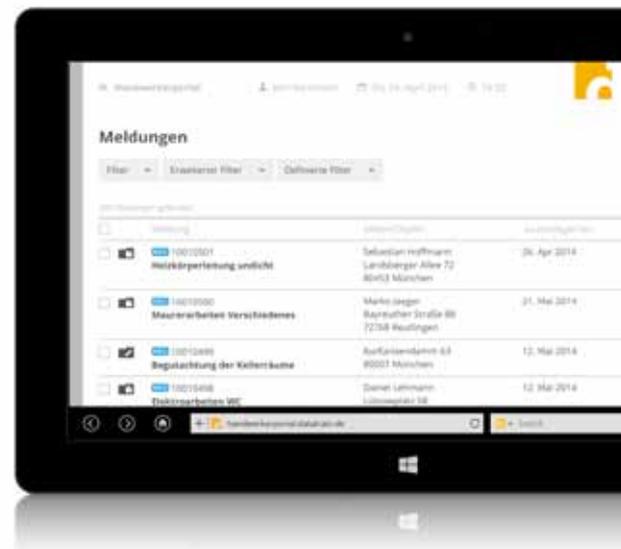
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The Functions in Detail

Among other things, contracting partners use the SAP-based web portal to call up jobs, send notification of agreed target dates, write status messages, describe services and submit invoices. Multi-step agreement routines for work to be carried out ensure that your company retains control over the services performed. The status of any work order is accessible to all parties at any time. The Partner/Supplier Portal additionally provides important work documents, such as legally required forms and a user's guide for the portal. At the touch of a button, nonessential documents to facilitate the on-site work process can also be generated ad hoc.

Further valuable features:

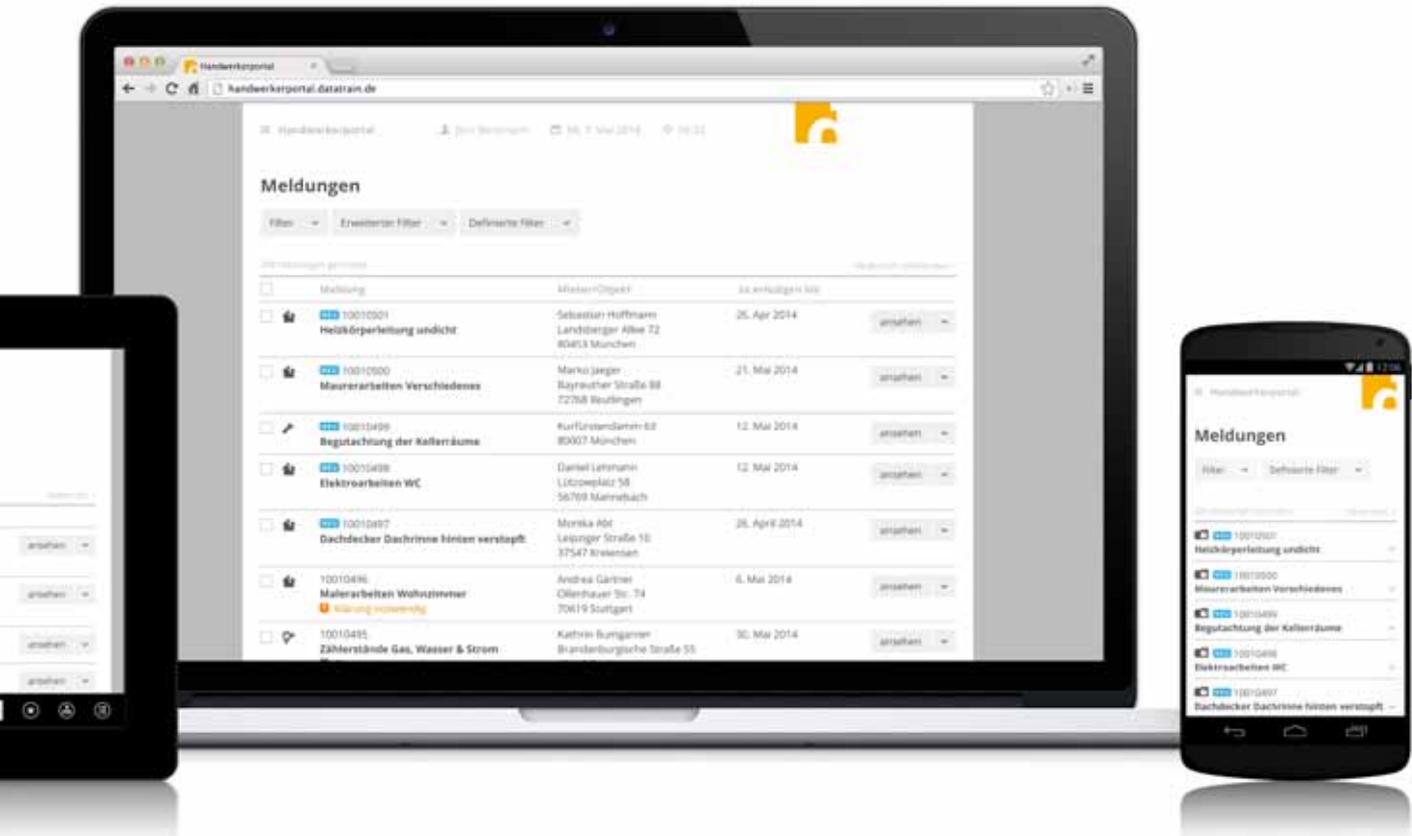
- The homepage connects directly to all main sectors, providing access to work orders, invoices, documents and user data.
- Important functions for orientation are available from the homepage header as well as from the successive page headers.
- Various filters can be used to limit the displayed entries to, e.g., a particular time period, relevant trade or activity type.
- Entries in the list of work orders are categorized by their status – “new,” “confirmed” or “completed” – which can be recognized at a glance with the help of intuitive symbols and color highlighting.
- There are a number of convenient options for processing work orders and, in particular, recording activities. The user can find specific entries via either a search mask or directory structures.
- The completion of work and recording of activities is followed by automatic invoicing.
- Recurring input on activities can be saved in GAEB format and called up again later.



Process Integration and Other Modules

The Partner/Supplier Portal forms the core of Datatrain's integrated SRM system. It can be expanded by other modules or applications that transparently map and guide processes in property and supplier management. Related process areas include, for example:

- **Inventory Data Management:** On the basis of building amenity catalogs, this module assists the service provider in directly entering changes in amenities that he discovers or himself carries out. It then transfers this data to the property management's ERP system. Thus, with minimal effort, your in-house inventory data management can be efficiently complemented by input from outside contractors.
- **Maintenance Management:** Regularly scheduled maintenance, too, can be carried out and monitored by external service providers. At set intervals or preset target dates, the corresponding services to be performed appear in the list of their work orders.



The following modules ensure additional quality control when collaborating with contracting partners:

- Datatrain's **SLA Monitoring** (SLA = service level agreement) allows the objective and comprehensive evaluation of your contracting partners on the basis of predefined reference values, e.g. with regard to response or execution time. The reference values are compared with the actual values that are generated and recorded as soon as the contractor begins work on a commission.
- If a target date is missed, the application **Partner Reminder** alerts your service providers of still-pending, possibly SLA-relevant tasks. This can be critical especially in the case of jobs involving liability risk, such as in the area of safety maintenance. Optionally, responsible internal employees can additionally be notified.

- Valuable feedback on your contracting partners' public impression, working practices and efficiency can also be supplied by the actual beneficiary of the services performed, the tenant. Following contact with the property management, the module **Tenant Feedback Online** allows him to provide answers to relevant questions.



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Datatrain offers process-specific solutions for the intake of malfunction notices:

- When configured exclusively as a malfunction notice center, the web portal My Ticket Center serves the decentralized gathering, but centralized booking and processing, of damage reports in the ERP system, which leads to automatic generation of corresponding work orders in the Partner/Supplier Portal.
- Web services allow a process-oriented, secure, direct connection of the IT systems of outside contractors with the in-house ERP system for the handling of damage reports.
- Datatrain has developed a module expressly for the processing of insurance-relevant cases of damage: Insurance Solution facilitates the booking of insured losses in your company's ERP system, where they are registered as discrete data objects and managed in connection with the respective case. The application fulfils the need for a structured, system-supported data exchange with your insurance partners.
- In combination with the module Property Damage Portal, the insurer can be given access to the claims and their processing status, and thus directly integrated in maintenance and coordination processes.

In Summary

The Partner/Supplier Portal is the powerful core application of Data-train's comprehensive SRM system of solutions for cost- and time-effective collaboration with external contracting partners. The portal's new flexible design and its many useful features ensure its convenient handling, no matter the location or platform of operation; the standard processes of acceptance and fulfilment of work orders are carried out in a structured, efficient and transparent manner.

The Partner/Supplier Portal can be used with virtually all of your contracting partners – from tradespeople to architectural and engineering firms, to utility companies. Numerous modules allow the expansion of the scope of services as required by your company's processes.

Interested?

Please contact us if you have any questions or would like further information.

We look forward to hearing from you!

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