



Reduce risk. Reduce cost.  
Raise performance.

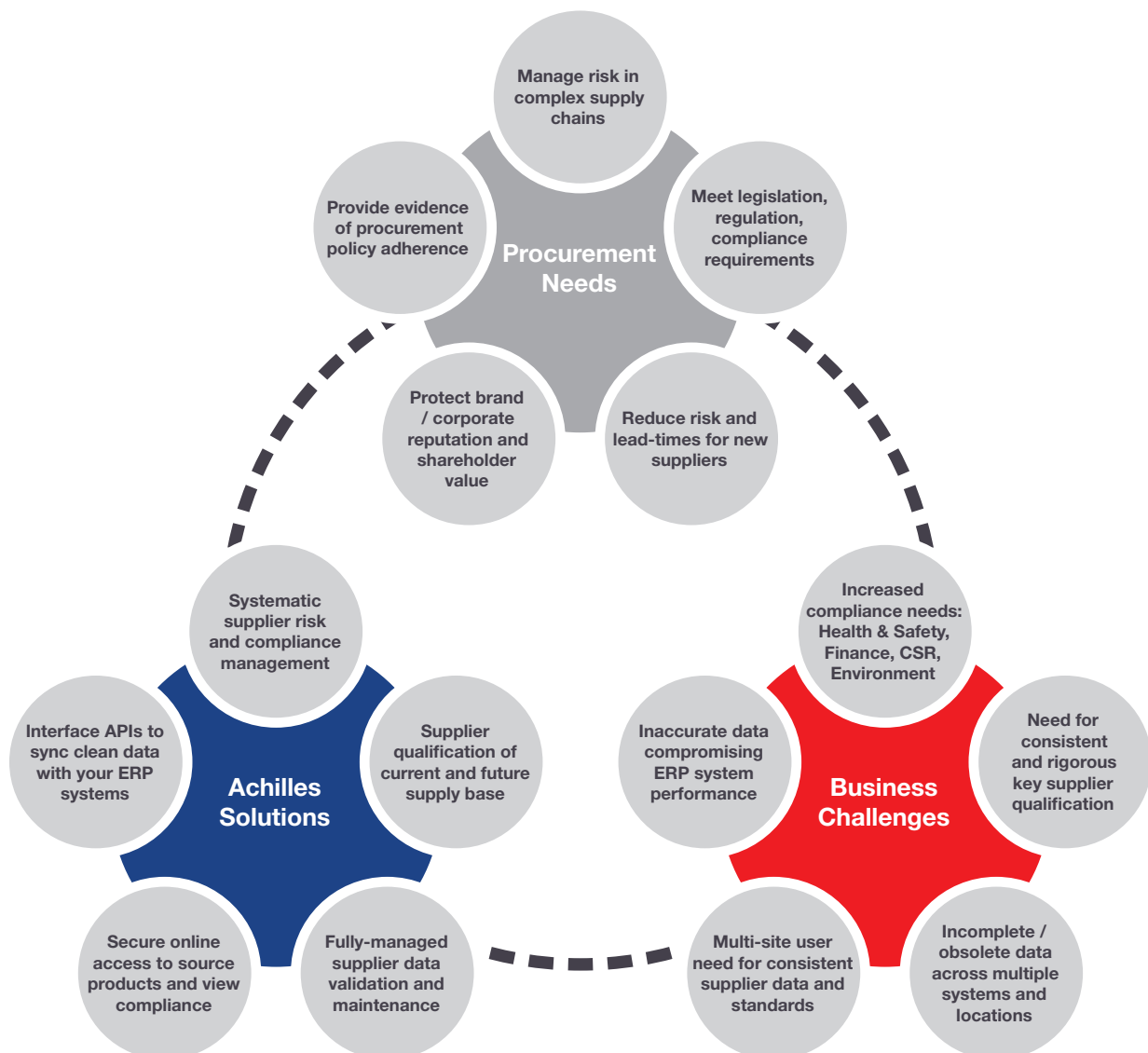
Services for professional procurement.  
Be better informed, make better decisions.

## **Procurement and supply chain risk management**

[www.achilles.com](http://www.achilles.com)

# Meeting your supply chain and procurement objectives.

As a Purchasing, Supply Chain or Vendor Management professional you are faced with the challenges of managing data, compliance and risk across increasingly global and multi-tier supply chains.





Achilles supports your organisation’s risk management and procurement strategy by reducing the cost, effort and risk of sourcing and managing suppliers.

The heart of our solution is a systematic supplier qualification programme with data capture through online questionnaires and rigorous validation through our assessment teams and qualified auditors.

### Comprehensive supplier qualification

Our modular questionnaires are configured around the risk management needs of your company, reflecting your industry sector and regions of operation. Typically they cover the following supplier criteria:

General company data	Products & Services	Finance	Insurance & Legal
Environment	Quality standards	CSR & Sustainability	Health & Safety

We also offer specialist modules giving you more detailed supplier information on areas of the highest importance to your business:

Financial analysis	CSR / Sustainability	Carbon reduction	Multi-tier supplier visibility
--------------------	----------------------	------------------	--------------------------------

Your Achilles supplier qualification solution can include a specific risk and compliance model.

This risk model segments suppliers on key criteria, and indicates the specific qualification process you require them to complete.

Our secure cloud-based platform then allows your buyers to search for products and services and view validated compliance and risk assessment information on the associated suppliers.

We embed your policies and standards into the supplier qualification process – driving consistency and compliance across your purchasing activities.

### Supply base and supply chain risk management

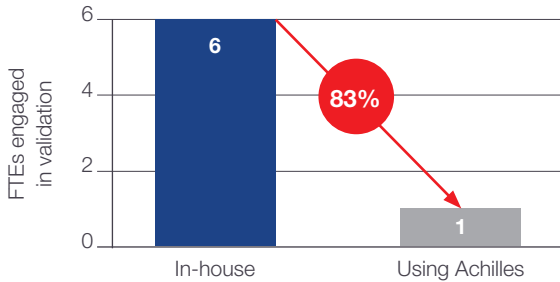
- Supplier data consolidation on a single platform
  - for key vendors or your total supply base
- Systematic risk management and compliance
  - qualification requirements for suppliers can be tiered based on their criticality to your business
- Fully managed supplier data capture and validation
  - via our contact & support teams, qualified auditors and trusted third-party data feeds
- Online supplier management
  - tools for your buyers to view performance and risk, prioritise suppliers and manage sourcing activities across the supply base
- Accurate and consistent supplier data across your systems
  - the data we capture, validate and maintain can interface with ERP and ePurchasing systems to improve data quality across your organisation
- Risk management information for stakeholders
  - in addition to procurement teams other organisational stakeholders can access data:

Health & Safety teams	Environmental teams	Finance teams
Sustainability and CSR teams	Ethics and Compliance teams	Contract management teams

# Reduce risk. Reduce cost. Raise performance.

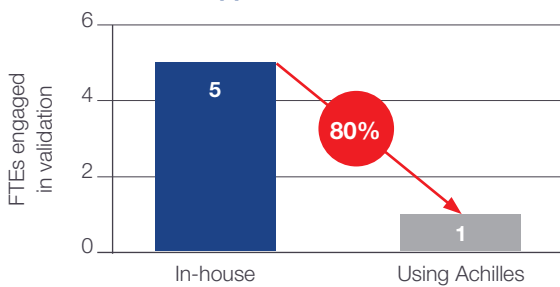
Our risk management solutions reduce cost and effort, allowing purchasing teams to focus on other high value and strategic purchasing activities.

## Reduced effort in supplier data validation<sup>1</sup>



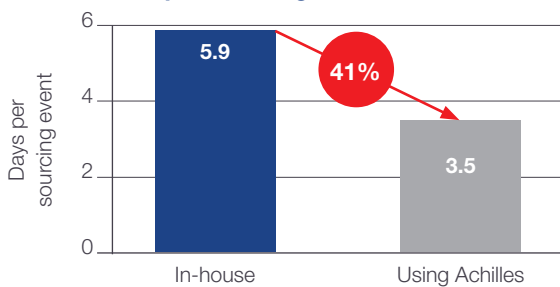
UK Electricity Company

## Reduced effort in supplier data validation<sup>1</sup>



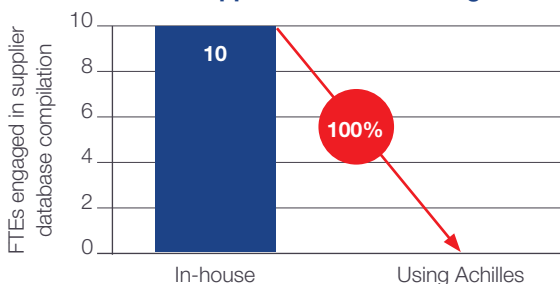
UK Utilities Company

## Reduced effort per sourcing event<sup>2</sup>



Large European Utilities Company

## Reduced effort in supplier database management<sup>1</sup>



Large Global Oil Company

## Supporting your risk management objectives

Whether your focus is compliance with legislation or corporate policies, the need to consolidate supplier data after a period of acquisitions or a requirement to improve the performance of your purchasing systems through an accurate data feed, we have a range of solutions to help.

“We use Achilles to reduce the time it takes to pre-qualify suppliers. In Achilles we can select a category and any vendor found is pre-qualified. It makes the process very quick.”

**Buyer**  
UK Utilities

“My use of Achilles was not due to a cost factor, it was to reduce the procurement risk; I wanted a qualified supplier. Safety concern was the number one factor.”

**IT Procurement Manager**  
Transport

“Achilles helps us comply with our legislative requirements - this is one of our key needs from their service.”

**Buyer**  
UK Utilities

“Achilles performs well in industries where the risk of something going wrong is huge and a buyer can set criteria to make sure the suppliers are qualified to complete the job.”

**IT Procurement Manager**  
Utilities

<sup>1</sup> Source: 2012 Customer Interviews

<sup>2</sup> Source: “The Total Economic Impact Of Achilles Supplier Information Management Solution”  
A commissioned study conducted by Forrester Consulting on behalf of Achilles, August 2011

# Working together to shape your solution

Every business is different. We will work with you to understand the specific objectives and challenges you face in improving supplier performance and risk management.

Our account managers and implementation teams will guide you through the range of solutions and configuration options available at key stages of the programme.


YOU DEFINE:	WE:
<ul style="list-style-type: none"> <li>Parameters of the service</li> </ul>	<ul style="list-style-type: none"> <li>Configure the system, processes and rules</li> </ul>
<ul style="list-style-type: none"> <li>Suppliers to include</li> </ul>	<ul style="list-style-type: none"> <li>Design the data capture and questionnaires</li> </ul>
<ul style="list-style-type: none"> <li>Questions to ask and data to validate</li> </ul>	<ul style="list-style-type: none"> <li>Manage supplier contact and onboarding</li> </ul>
<ul style="list-style-type: none"> <li>Risk model and compliance rules to apply</li> </ul>	<ul style="list-style-type: none"> <li>Validate and maintain data, undertake audits</li> </ul>
<ul style="list-style-type: none"> <li>Range of online tools to use the information gathered</li> </ul>	<ul style="list-style-type: none"> <li>Present the information via a secure online platform</li> </ul>
<ul style="list-style-type: none"> <li>Interface needs with your other systems</li> </ul>	<ul style="list-style-type: none"> <li>Provide a data interface to other business systems</li> </ul>

## Managing adoption across your current and future suppliers








We support your suppliers through the qualification process following a proven model that has already qualified over 80,000 suppliers globally.

Our multi - language onboarding teams fully manage the supplier contact process to deliver high participation rates and we offer communication material and web portals that reflect your brand identity.

### Supplier registration stage

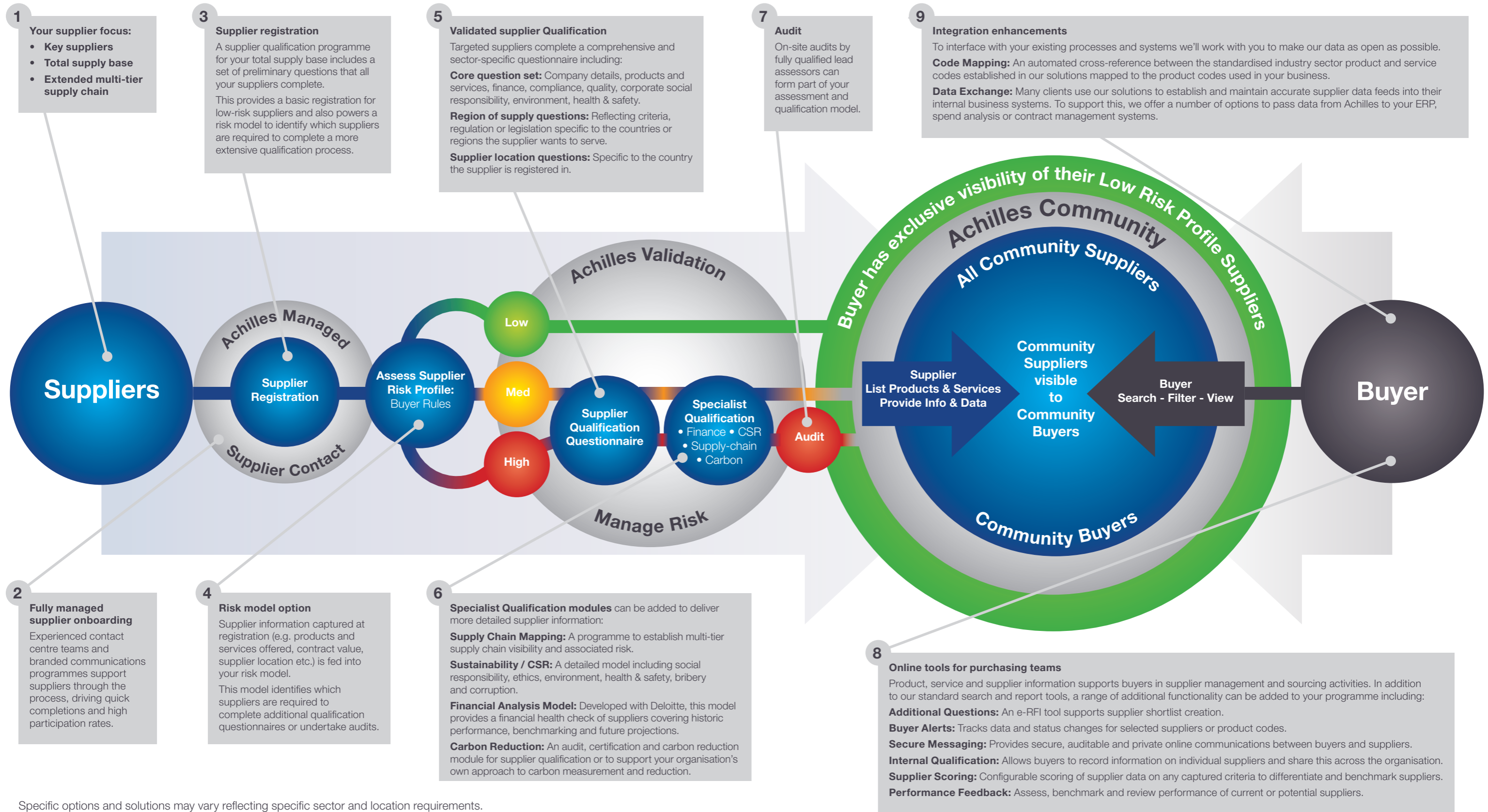
Process	Suppliers	Achilles	Buyers
Application	 Apply to join via the buyer's website portal	 Risk model drives Registration process. Low-risk suppliers: No further action. Critical suppliers: Proceed to next stage	 Low-risk supplier information published

### Supplier qualification stages

Process	Suppliers	Achilles	Buyers
Data Submission	 Annual subscription payment & complete online questionnaire(s)	 Risk model drives scope of questionnaire (and audit) requirements	
Validation		 Data validation of questionnaire(s)	
Publish	 Successful Qualification	 Validation complete	 Supplier information published
Search			 Access supplier data

Specific process may vary reflecting sector and client requirements.

# Modular solutions - configured to meet your needs



Specific options and solutions may vary reflecting specific sector and location requirements.

# Supplier data you can trust

Data quality powers our solutions. The same rigour that goes into defining our questionnaires is applied to validating the responses that suppliers provide. We validate information through our support teams, qualified assessors and via specialist third-party data feeds. Over 400 support staff and auditors complete more than 80,000 supplier qualification questionnaire validations and over 10,000 on-site audits every year.

## Comprehensive approach to validation

Only when a supplier's questionnaire responses have gone through our validation process are their products, services and company information visible online to your buyers.

We review data formats, cross-check answers for consistency, validate responses against additional documents provided (e.g. insurance certificates) and use feeds from trusted third-party providers for specialist data such as company registrations and financial records.

## Achilles tiered assessment model

We use 4 key assessment stages of registration, validated sector and specialist questionnaires and on-site audits to qualify suppliers in line with your company or community risk model.

For the most critical suppliers to your organisation we can provide further levels of rigour in the qualification process through desk-top and on-site audits carried out by fully-qualified lead assessors.

---

400 support staff and auditors

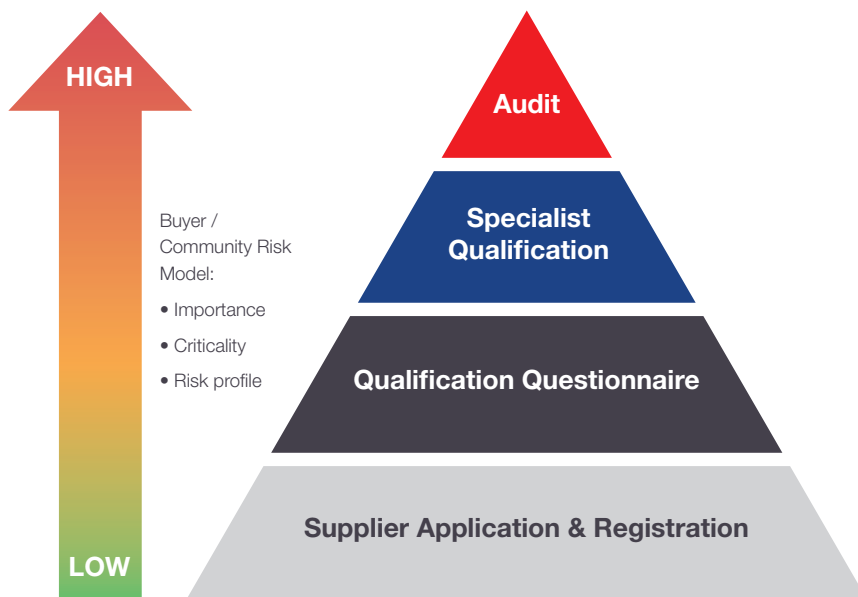
---

80,000 supplier qualification questionnaires annually

---

10,000 on-site audits annually

---



# Power to procurement teams

Our secure online platform gives buyers “anytime – anywhere” access to source products and services, view validated supplier data and check supplier compliance through a range of powerful, easy-to-use tools. We have designed these around your key tasks to help drive performance and save time in day-to-day procurement and supplier sourcing activities.

**KPIs**  
A dashboard of indicators and metrics delivers key information on log-in.

**Additional modules**  
Your menu displays the modules and functionality you can access.

**Compare suppliers**  
Filter, compare and prioritise on key criteria for short-listing and export to other formats.

**Alerts**  
Instant notification of changes to products or suppliers you are “tracking.”

**Advanced search engine**  
Find products, services and suppliers who meet the criteria you specify.

**Save searches & results**  
Save search criteria for regular sourcing events. Save results as an auditable record for policy or legislation adherence.

**New and existing suppliers**  
All suppliers go through the qualification and validation process.

**Questionnaire status**  
We provide a visual warning if data is incomplete or expired.

**Internal Qualification**  
A private, buyer-specific record of internal documents, audits, scores or comments about suppliers.

**Audit**  
View supplier audit status if these form part of your qualification model.

**Track suppliers**  
“Follow” chosen suppliers and get alerts on changes to their data or status.

**Record actions and communications**  
An auditable record of RFIs and communications provides evidence of compliance with legislation or internal policies.

**Score suppliers**  
Sort, filter and prioritise suppliers with a scoring model based on their data and questionnaire responses.

**Third-party data**  
Access to specialist data from trusted third-party feeds.

Suppliers	Status	Overall IQ	Audit	Alerts	3 <sup>rd</sup> Party	Scoring
Supplier Company 1 ID: 3499   Nepal	SMS Validated 01 Jan '13	67%	✓	✓	D&B	123
Supplier Company 2 ID: 3499   India	TSMS Validated 01 Jan 2013	87%	✗	✓	Equifax	234
Supplier Company 3 ID: 3500   United Kingdom	SMS Validated 01 Jan 2013	67%	✓	✓	Informa	123
Supplier Company 4 ID: 3999   China	SMS Validated 01 Jan 2013	87%	✗	✓	Credit Safe	234
Supplier Company 5 ID: 3123   Italy	SMS Validated 01 Jan 2013	67%	✓	✓	D&B	123
Supplier Company 6 ID: 3499   Nepal	SMS Validated 01 Jan 2013	87%	✗	✓	Equifax	234
Supplier Company 7 ID: 3499   India	SMS Validated 01 Jan 2013	67%	✓	✓	Informa	123
Supplier Company 8 ID: 3499   Nepal	SMS Validated 01 Jan 2013	87%	✗	✓	Credit Safe	234

You can configure your language, content layout, display preferences and report formats to reflect the regular tasks you perform.

Unlimited user licences means buyers in multiple locations can access the platform to drive process consistency across your procurement function.

# Individual solutions - sector communities

Our business model offers the power of positive collaboration. The solutions we provide to individual organisations benefit from an industry sector community model.

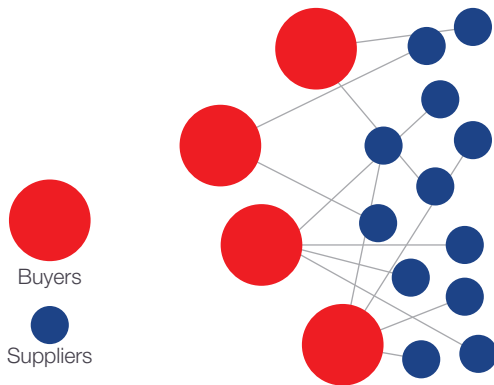


We create, enable and develop these communities in conjunction with steering groups representing major buying organisations in each of our key sectors.

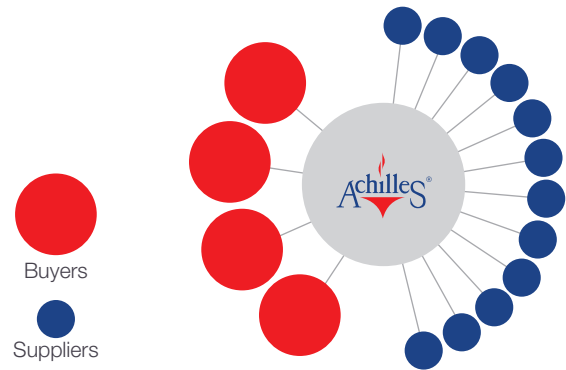
The model provides a range of benefits, improving efficiencies, opportunities and standards for our buyers and suppliers.

As a buyer you'll have access to a wider choice of pre-qualified suppliers, be able to access benchmarking data, and benefit from best practice models and qualification standards developed and proven within the community.

## Traditional model



## The Achilles Community model



### WITHOUT ACHILLES: ONE-TO-ONE

- Narrow market view - excluding qualified new suppliers
- Duplication of supplier information and audit management
- Inefficient and costly for both buyers and suppliers to maintain
- Best practice opportunities missed

### WITH ACHILLES: MANY-TO-MANY

- Shared information - driving greater efficiencies
- Increased sourcing opportunities for buyers
- Increased supply opportunities for suppliers
- Up-to-date, validated information
- A tried, tested and trusted business model
- Solution investment shared across multiple suppliers and buyers

# Global solutions and support

Achilles helps businesses to identify and manage potential risks in their supply chain in order to protect people, planet and profit.

We identify, qualify, evaluate and monitor suppliers on behalf of some of the world's largest corporations and carry out thorough verification of data through assessments and audits.

Through our cloud-based platform, and network of offices in over 20 countries we have the scale, global reach and regional

presence to provide multi language, multi time-zone support to buyers and suppliers in over 130 countries across the globe.

Contact us to discover why more than 800 of the world's largest organisations use Achilles risk management solutions as part of their purchasing ecosystem.

## Achilles' global Customer Support and Operations centres

<b>Argentina</b> Achilles Argentina +54 11 5554 0600 argentina@achilles.com	<b>Finland</b> Achillevs Information AB +358 9 3296 1236 finland@achilles.com	<b>Netherlands</b> Achilles Information +31 (0)172 769 080 netherlands@achilles.com	<b>Spain</b> Achilles South Europe, S.L.U. +34 91 426 49 35 spain@achilles.com
<b>Australia</b> Achilles Information (Australia) Pty Ltd +61 (0)7 3245 1744 australia@achilles.com	<b>Germany</b> Achilles Information GmbH +49 (0)211 53 82 17-0 germany@achilles.com	<b>Nigeria</b> Achilles Information Limited Nigeria +234 (01) 4630524 nigeria@achilles.com	<b>Sweden</b> Achillevs Information AB +46 8 444 1700 sweden@achilles.com
<b>Brazil</b> Achilles Brasil + 55 21 3344 6310 achilles.brasil@achilles.com	<b>Hong Kong</b> Achilles Information Hong Kong Ltd +852 2815 7100 hongkong@achilles.com / asia@achilles.com	<b>Norway</b> Achilles Information Centre AS +47 37 06 35 00 norway@achilles.com	<b>UK</b> Achilles Information Ltd +44 (0)1235 820813 enquiries@achilles.com
<b>Chile</b> Achilles Chile +56 2 585 96 00 chile@achilles.com	<b>India</b> Achilles Information India Private Ltd +91 22 6128 7900 sales-india@achilles.com / asia@achilles.com	<b>Peru</b> Achilles Perú +51 1 7120301 peru@achilles.com	<b>United Arab Emirates</b> Achilles Information Limited +971 (0) 52961 0164 mena@achilles.com
<b>Colombia</b> Achilles Colombia +57 1 6222324 colombia@achilles.com	<b>Ireland</b> Achilles Procurement Services Ltd +353 (0)1 4020114 info@achilles.ie	<b>Portugal</b> Achilles South Europe, S.L.U. + 351 308 802 441 portugal@achilles.com	<b>USA</b> Achilles Information Inc + 1-281-809-4400 usa@achilles.com
<b>Denmark</b> Achilles Information ApS +45 46 74 02 78 denmark@achilles.com	<b>Italy</b> Achilles South Europe, S.L.U. +39 02 403 26 370 italy@achilles.com	<b>Slovakia</b> Achilles Information Slovakia s.r.o. +421 (0)2 / 20 99 24 20 slovakia@achilles.com	<b>Sales</b> General Sales Enquiries enquiries@achilles.com



Achilles procurement support services  
platform certified against ISO 27001  
(Information Security Management).

