

GLORY

Multidimensional Partner Assessment Guide

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MULTIDIMENSIONAL PARTNER ASSESSMENT GUIDE

Below are questions that can be used to qualify potential technology suppliers as to their capabilities in the context of the three key dimensions mentioned in the article: vertical end-to-end control, breadth of solutions offered and depth of resources

If The Supplier Does Not Design And Manufacture The Technology...

- What is the nature of their contractual relationship with the equipment manufacturer (term, exclusivity, etc.)?
- How do they handle product enhancement requests?
- What control does the supplier have over the product roadmap?
- What internal resources does the potential supplier have actively engaged in supporting the product?
- How many different OEMs have they used in the last five years?

What Is The Breadth Of The Supplier's Product Offering?

- What back office, back counter, teller line or lobby self-service solutions are available from the supplier for coin and note processing?
- Are the products proprietary or factored from an OEM supplier?
- Are the products considered part of the supplier's core products group?

If The Potential Supplier Uses Third Parties To Provide Ongoing Service Support For Its Products...

- Is the contractual relationship made with the supplier or directly with the third party service provider?
- If your agreement is with the equipment supplier:

If multiple service companies are utilized how does the supplier determine who gets each call?

What is the impact on you if the supplier switches its third party service relationships during the useful life of your machines?

How many service provider relationships have they had in the last five years?

How proficient is the service organization with the product you intend to buy?

- If your agreement is directly with the third party service provider:

What happens if the outsourced service company technician cannot fix the recycler because he doesn't know how or doesn't have the right parts?

Who does this get escalated to?
Are you responsible for escalating the problem?

- General service questions:

How are service calls dispatched?

How are service calls tracked?

How are service calls escalated?

How are third party technicians trained and is there a certification process?

What are the contractual terms with each of the third party servicers to be utilized?

Provide an overview of each of the third party service providers, the extent of the field service network, the type of products serviced as well as the variety of product serviced.

Are there parts stocking requirements, and how are out-of-stock repair parts expedited?

How many TCRs are serviced by the proposed third party service provider in a given month on average?

If the third party servicer provides service for multiple vendor's products, including its own products, how are calls prioritized?

Is there an automated system to ensure that high use parts are always on the technician's truck stock?
What is the supplier's first time fix rate?

How does machine service history and reporting get to you and what types of information are available.

If technicians from multiple servicing companies are used by the supplier, how are past call records transferred between companies?

What Resources Does Potential Supplier Bring To A Customer Relationship?

- Describe the infrastructure that supports our relationship

- Human resources

What is the account management team including individual roles and responsibilities?

Are they local or remote to your main office?

What is the size and structure of the service support team (field and central support)?

What software and connectivity resources are available?

What are the available Engineering resources dedicated to the product?

- Company

Are there measures available of how successfully the potential supplier is serving its existing customer base?

Is the supplier financially viable and has it performed well over time?

Describe the supplier's innovation track record.

What is the supplier's business focus?

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