

Digital Supplier Onboarding (DSO)

A customizable toolkit to support Supplier Due Diligence

SITUATION

With longer, global supply chains, suppliers are much more exposed to a plethora of threats such as money laundering, modern slavery, brand damage, cyber-attacks, or volatile foreign exchange markets.

Companies also want the ability to demonstrate compliance against aspirational CSR & ESG goals and without the proper visibility and monitoring of supplier risk, companies lack the accurate, timely data to better understand the businesses they work with.

Boohoo's share price dropped almost 18% when reports came out detailing poor working conditions in one of their Leicester factories.

"Without clarity on which factories are within a supply chain, we believe it would be difficult for management to be certain that there is no malpractice. In our view, a business operating at such scale should really have this visibility" – Analyst David Holmes talking about Boohoo

THE CHALLENGE

With emphasis now on greater visibility and transparency into suppliers, more information and evidence of compliance needs to be captured, with companies' requirements being different based on regulatory, financial, reputation & strategic factors.

When off the shelf solutions lack the required flexibility, organisations often turn to excel or word-based questionnaires to manage this process with a set of questions that address their specific needs.

But this process is manual and cumbersome, slowing down the onboarding of suppliers and making it difficult to maintain up to date supplier information (annual refresh, time bound qualifications being re-certified).

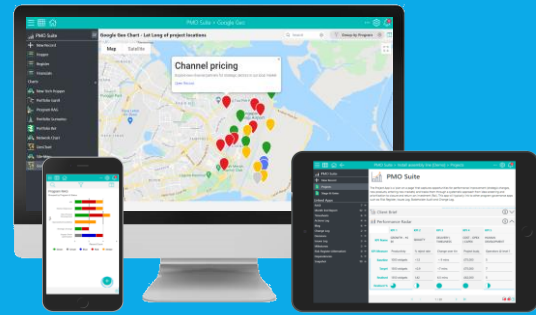
This introduces risks and the potential for procurement to be viewed as blockers, often leading to business functions bypassing the procurement team utilising suppliers without appropriate due diligence.

THE SOLUTION

Softools DSO is a customizable zero code onboarding tool to simplify and standardise due diligence data collection, increasing collaboration and visibility, and automating workflow (e.g. approvals).

- Specific due diligence requirements easily configured with the power of zero-code flexibility
- Suppliers can attach evidence of compliance directly into the platform
- Approvals can be tailored to include multiple parties whilst remaining in one end-to-end process
- Automated periodic requests to refresh the Due Diligence responses

The DSO application sits on the Softools zero code platform which can be host to multiple other supply chain applications e.g. Supplier Performance Management, Savings Initiatives, Supplier Innovation and other functions e.g. HR, Sales, PMO



Why Softools?

SPEED

Softools is the **fastest** and **simplest** platform to build and deploy custom business apps.

"Our graduates and interns build apps on Softools without any coding knowledge"



CAPABILITY AND VALUE

Softools deliver **advanced platform capability** at a **unique value**.

"Softools deliver complex solutions in tight time-lines & budgets"



"Softools enabled us to design, build and deploy a complex Supply Chain and Operational Excellence solution across our global manufacturing operations in weeks and at a fraction of the time and cost of inhouse development or competitor low-code solutions. Annual savings are over US\$150 million"



From Excel to App in 10 minutes

ACCESS

Access to the platform is via any modern browser (Edge, Chrome, Safari, Firefox, Opera+). The platform is mobile-optimised and so can be accessed on any device from PCs and tablets to Smartphones. The platform is based on 'progressive web' technology and can therefore be used offline.

APPS COMPLEXITY

Applications can range from simple list-based stand-alone apps (e.g. Risk Register), to complex apps (e.g. Supply Chain Assessment) that are linked together, driven by workflow and synchronised to 3rd party systems via Softools published APIs.

APP BUILD

Certified AppBuilders use the integral AppStudio to design, configure and deploy apps using a systematic 8-step process in hours and with zero coding.

BUSINESS CONTINUITY

The platform is used by many of the world's leading organisations and Governments, and so data is always held in a secure encrypted environment, controlled by clients and exported at any time.

DATA INPUT

CSV import is used to complete a one-off migration of client data during set-up. Then data is entered into the platform in 3 ways: 1) manual data input, 2) export / import via csv, and 3) real-time data synchronisation with 3rd party systems via WebHooks / APIs.

DATA VALIDATION

Data field parameters and logic based on field type will validate data input is consistent and complete. Specific fields can be set to be mandatory. Specific input forms can be visible or hidden using workflow based on user team or field values.

INFRASTRUCTURE

The platform is deployed in a web hosting environment as single-tenant or multi-tenant. Our default hosting partner world-wide is MS Azure and so deployments are instantly secure, scalable and stable.

INTEGRATION

The Softools API is a JSON-based (JavaScript Object Notation) RESTful API with authentication via "OAuth 2.0 Resource Owner Password" flow with support for refresh tokens. Single Sign-On can be enabled using Auth-0.

LANGUAGES

The platform is configured to enable the dynamic translation feature in modern web-browsers (e.g. Google Translate). This allows users in different regions & countries to work on a common platform in their own language. It is also possible for App Builders to 'hard code' all system labels in local languages.

PERFORMANCE

Speed of access is fast due to the offline capability that allows saving and pulling data from the browser cache. Saving to the server is determined by the bandwidth of local wireless & wired network connections or via 3G & 4G mobile networks. The size of the app will also determine how much data is transferred and will impact speed, as will the proximity of the database to the user (latency).

SCALE

The platform can scale from 1 app and user to 1,000s of apps and over 1,000,000 users for a single client.

SECURITY

Softools is used by banking, military and nuclear organisations world-wide and can be locked down to any level. Access to the platform is on a named user basis which determines what a user can see (security) and what they can do (permissions). Single Sign-On (SSO) is available as an option.

SUPPORT

Users gain first line support from on-screen help. Second line support is provided by internal client Administrators. Third line support is provided to certified Administrators via phone, email and WebEx against strict SLAs.

TRAINING

Users, Administrators and App Builders are trained via webinars or in workshops using an 'action learning' approach:

Level 1 – Basic User (2 hours)

Level 2 – Super-Users / Administrators (+2 hours)

Level 3 – Site Administrators (+2 hours)

Level 4 – Basic App Builders (+ 1 day), and

Level 5 – Advanced App Builders (+ 2 days)

