



Emptoris Services

Enabling Success

Enterprises want to realize the benefits of their investment in Emptoris® solutions as quickly as possible and for years to come. To enable that goal, Emptoris offers a suite of services that can be tailored to meet your company's unique needs. Our service teams are dedicated to applying their deep product expertise with industry best practices to enable successful deployment, adoption, and mastery of Emptoris. Ultimately, these services help you accelerate the rate at which your key business objectives are met and rapidly achieve a significant return on investment.

Client Business Objectives

- ▶ Rapid deployment
- ▶ High user adoption
- ▶ Fast, significant ROI
- ▶ In-house mastery and management of solution

How Emptoris Delivers

- ▶ Flexible, scalable service model
- ▶ Expert technical and business professionals
- ▶ Deep product expertise and experience

Flexible, Scalable Service Model

Each company has unique needs and various levels of domain expertise that drive the optimal level of services needed to meet its business objectives. Emptoris offers technical, education, consulting, data management, and support services. Each client can mix and match among these to create the optimal combination for its business. Ultimately, Emptoris services are designed to transfer knowledge and help customers build product expertise and take application management and training in-house, when desired.

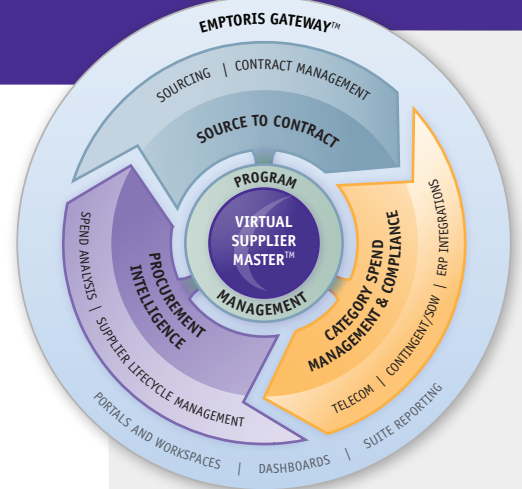
Expert Technical and Supply Management Professionals

From Emptoris' trainers and consultants to its project managers and software engineers, there is a high standard of excellence and years of product expertise brought to bear to ensure effective service engagements. Emptoris' seasoned professionals have years of experience in contract management, procurement management, strategic sourcing, spend analysis, and the deployment of applications that automate and improve supply management processes.

Emptoris employs a service team qualification program designed to measure important skills from domain, technical, and industry expertise to communication and analytical acumen. This rigor ensures that only the best skilled professionals will be staffed on client service engagements.

Deep Product Expertise and Experience

In addition, Emptoris' service professionals provide the added benefit of having deep knowledge of the Emptoris solution. They are experienced people who understand both the business and the technological requirements that underlie supply and contract management strategies. While there are well defined, proven processes in these areas, they often vary by company, industry, and the commodity under consideration. Emptoris professionals understand the full breadth of the solutions' capabilities and guide clients to the right application for their business.



VALUE

- ▶ Ensure fast, successful implementation and launch
- ▶ Get buyers and suppliers up-to-speed quickly
- ▶ Create program roadmap to sustainable, scalable savings
- ▶ Tap into the right level and type of services for your business
- ▶ Achieve in-house mastery to control ultimate need for external services
- ▶ Leverage experienced professionals with deep product, domain, and business knowledge



Emptoris Service Offerings

Emptoris services are organized into five core offerings, and clients may leverage services from any or all of these depending on their unique needs.

Service Type	Core Objectives	Emptoris Expert Team
Technical	<ul style="list-style-type: none"> • Enable successful implementation of the application • Manage implementation of upgrades and service packs • Manage applications on a day-to-day basis, ensuring proper availability and functionality • Host application on shared or dedicated servers in secure data center environment • Integrate application into customer environment and develop customer specific extended functionality, as needed 	<p>Project Manager – client's primary contact responsible for overall project success</p> <p>System Engineers – technical resource responsible for day-to-day application management</p> <p>Software Engineers – technical resources to address complex technical and custom development needs</p>
Education	<ul style="list-style-type: none"> • Enable buyers, suppliers, and all users in the use and mastery of both basic and advanced functionality • Train trainers within the client organization to conduct in-house courses independently 	<p>Trainers – product experts who lead on-site, web-based, and remote courses</p>
Consulting	<ul style="list-style-type: none"> • Maximize solution adoption and ROI • Rapidly guide clients through immediate challenges of leveraging the application within the context of their business processes and objectives • Transfer knowledge and develop best practices through expert coaching, opportunity assessment, sourcing event management, and overall program design 	<p>Consultants – product and business experts partnered with the client team to address complex business challenges</p>
Data Management	<ul style="list-style-type: none"> • Aggregate and enrich spend data employing a variety of best-practice techniques • Ensure complete and accurate spend visibility 	<p>Data Analysts – seasoned resources leveraging Emptoris' spend data knowledge bases and automated tools</p>
Support	<ul style="list-style-type: none"> • Quickly address functional and technical issues and questions • Support all users of the application with global, multi-lingual technical phone support • Enable companies to outsource their buyer and supplier helpdesks 	<p>Support Engineers – telephone support staff available to address immediate needs and tap into Emptoris' support knowledge base</p>

Emptoris focuses on delivering best-of-breed software. Our services are structured around focused projects primarily to enable adoption and to ensure sustainable, scalable success for our clients. We have certified, trained, and partnered with system integrators with whom we work closely. Our customers often leverage their expertise as well, particularly in large-scale deployments.



Emptoris®, an IBM® company, is a world leader in strategic supply, category spend and contract management solutions that enable companies to maximize financial performance and optimize commercial risk. The company's suite of award-winning and industry-recognized sourcing, contract management, spend analysis, supplier lifecycle management, services procurement and telecom expense management solutions are successfully used by Global 2000 companies.

For more information about Emptoris, visit www.emptoris.com

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