



Strengthening The Chain Of Command

Vendor Relationship Management Bolstered With Governed Service Requests

469,544 requests
managed in one year

39,128 requests on
average/month

280 users

49,185 employees

222,276 form
submissions/year

18,523 form
submissions/month

265 Standard Reports

∞ Custom Reports

MineStream is deployed by a world leading global resources company to manage governed supplier service requests and workflow processes within their Supply Centres globally.

The solution was initially used by the organisation to manage internal employee requests within their Shared Service Centre. The company had a charter of requirements with regards to service level agreements, prioritisation and workflow management. These requests could not be managed within their ERP.

The software was implemented within four assets to manage a range of identified Supply processes. It has enabled end-to-end management of vendor service requests.

In addition, public and business-only web forms are available to raise service requests such as Asset Disposals Approval Workflow and Urgent Freight requests.

Learn more at
[MineStream.com.au](https://www.minestream.com.au)

MineStream provides VPs with a suite of reports previously unavailable to them. Staff workloads have been streamlined via the application to meet SLAs and improve productivity.

Enabling Self-Service for Vendors & Employees

Integrated web forms have been deployed to automate a range of service requests such as:

- Contact Payment Services
- E-Business Queries
- Urgent Freight Request
- Change to Vendor Master Data
- Contracts Query
- Asset Disposal Approvals Workflow

Web forms include complex business rules and aid in streamlining the business workflow within the solution.

A public-facing form accessible globally 24x7 provides suppliers with the ability to submit an invoice, contact Payment Services or request an update to their Vendor Data Details.

- > The request is routed automatically to the resolution team and assigned the appropriate categorisation and due date according to governing SLAs.
- > The request automatically applies Vendor or Employee details and links important information for the team to reference.
- > As the generated case is managed, all details and changes are logged for auditing purposes.
- > Where workflow is required for approvals or extra steps, these can be applied manually or automatically via the web form.
- > The case can therefore be managed until completion and all communications back to the Requestor handled through the software via templates for standardised process and business workflow.
- > If required, the Vendor can also use a Customer Portal to lodge or update enquiries or requests.

Providing a 100% Fit Every Time

Our strength is our team and its ability to quickly respond to a customer's ever changing business's needs. Our philosophy is to deliver our customers with excellence. We understand that business requirements need attention to detail, an emphasis on quality and a quick turnaround.

Our solutions are delivered via a web browser, yet offer a look and feel users would expect from a thick-client desktop application. Browser delivery allows our software to be easily deployed and updated from a central location. This reduces the need for IT specialists deploying patches through planned outage.

Our solutions can support businesses of any size, whether they are a multi-national enterprise customer or simply growing an idea. We can deliver a range of solutions to improve business processes and business critical applications.

As a Microsoft Certified Partner our software solutions are built on fully scalable Microsoft Technologies. Our systems interface with email gateways and can extract contact data via Active Directory and ERP vendor data.

We can also provide migration services to bring data across to our solutions.

Our experience ensures that databases are optimised and performance is maintained.

The capacity handling of our solution, its ability to grow with your business, to provide visibility of key activities, and meet key business deliverables is at the core of the solution. Our software meets audit and compliance requirements to reduce the risk within a complex business structure.

Our products are truly scalable.

Microsoft Partner

Silver Application Development

**Learn More About
Business Transformation**

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