Vendor Management System (VMS)

Overview:

The Vendor Management System is designed to streamline the process of onboarding and approving vendors. It provides a centralized platform for vendors to submit their applications and for administrators to review and approve them. The system automates the approval workflow.

Objective:

* Providing a user-friendly interface for vendors to submit their applications.
* Automating the approval workflow to reduce manual intervention and processing time.
* Implementing a decision model using Decision Model and Notation (DMN) to determine the number of approvers required based on the vendor's company turnover and type.
* Ensuring compliance with company policies and regulations during the vendor approval process.
* Enhancing transparency and accountability by tracking the status of vendor applications and approvals.
* Improving communication between stakeholders involved in the vendor management process, such as vendors, approvers, and administrators.

Client Name: One of the Leading Telecom Service Provider

Industry:

Describe the Problems the client is facing in detail:

Manual and Time-consuming Processes: Traditional vendor management processes often involve manual paperwork, which is time-consuming and prone to errors. This can result in delays in vendor onboarding and approval, impacting business operations.

Describe the tools the client is using currently: NA

Describe the tools/automation suggested by surge team:

* Real-time monitoring and reporting capabilities – CAMUNDA OPERATE, OPTIMIZER
* Orchestrate HUMAN TASK – CAMUNDA TASKLIST
* Scalable architecture to accommodate growing business needs.

Describe the Solutions provided in detail:

1. Decision Model and Notation (DMN):

In the Vendor Management System (VMS), DMN is utilized to determine the number of approvers required based on vendor attributes such as company turnover and type (e.g., Tier 1 or Tier 2).

DMN diagrams are created to visualize and define decision logic, making it easier to understand and modify decision rules as needed.

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1. Camunda Tasklist Client

The Camunda Tasklist client for Java provides a convenient way to interact with the Camunda BPM Tasklist REST API from within a Java application.

Implementation Process:

1. Process Modelling with BPMN:

Step: Model the vendor management workflow using BPMN, including tasks, gateways, events, and sequence flows.

Challenge: Designing a workflow that aligns with the client's/vendor's business processes and meets their specific needs.

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1. Decision Modelling with DMN:

Step: Define decision rules using DMN to determine the number of approvers required based on vendor attributes (e.g., turnover, company type).

Challenge: Designing decision tables with accurate rules that cover all possible scenarios and edge cases.

1. Camunda BPM Setup:

Step: Set up the Camunda BPM platform, including installation, configuration, and database setup.

Challenge: Configuring Camunda BPM for the first time to meet the specific requirements of the vendor management system.

1. Integration with Camunda Tasklist Client for Java:

Step: Integrate the Camunda Tasklist Client for Java into the project to interact with the Camunda Tasklist API programmatically.

Challenge: Understanding and implementing the client library's APIs and methods correctly.

1. Implementation of Business Logic:

Step: Implement the business logic for handling vendor onboarding, approval processes, and decision making.

Challenge: Writing robust and scalable code that handles various scenarios and exceptions gracefully.

1. Testing and Quality Assurance:

Step: Conduct unit tests, integration tests, and end-to-end tests to validate the functionality and performance of the solution.

1. Deployment and Rollout:

Step: Deploy the solution to the production environment and roll it out to users.

Challenge: Ensuring a smooth deployment process without disrupting existing operations.

Results:

* Reduction in vendor subscription processing times.
* Decrease in human errors and discrepancies.
* Increase in customer satisfaction scores.
* Cost savings due to reduced manual labour and improved efficiency.

Conclusion:

The VMS successfully addresses the client's challenges by implementing automation, integrating decision modelling, and leveraging tools like the Camunda Tasklist Client. Key takeaways include the benefits of automation in streamlining processes, the importance of user experience enhancements, and the need for continuous improvement. By embracing these lessons learned, the project achieved significant improvements in efficiency, decision-making accuracy, and overall process effectiveness.