



CASE STUDY – VENDOR MANAGEMENT

Transblue is a National consolidated facility maintenance service provider. Transblue utilizes thousands on vendors for 6 core services across the United States. At Transblue we believe vendors are the back bone of our business.

One of the biggest obstacles faced when using vendors spread out across the United States is quality control. The biggest factors are did the vendor team show up on time? Was the work completed to the agreed upon scope of work? What did the site look like before and after the work was completed. What times was the vendor team on site. Is the client happy with the performance?

Transblue is providing maintenance services to hundreds of clients simultaneously. Landscape service is happening during the day seven days per week and Janitorial and lot sweeping services are happening each night seven days per week. During the winter months snow service providers are clearing parking lots and streets 24 hours per day. Transblue receives many service calls each day from clients spanning 6 core services. All of these services must be checked, validated, and scheduled on a daily basis.

The TRANSBLUE's goal is to provide these services seamlessly with 100% client satisfaction.

The major problems Identified by Transblue are:

Was the work completed to the agreed upon scope of work?

What did the issues look like before service and what did it look like after service?

Did the vendor show up on time and as contracted?

What time was the vendor on site?

Was the client happy with the end result?

TRANSBLUE management team came up with two solutions to this problem.

1. Use current IVR system technology in combination with work orders to track projects and completions.
2. Develop a proprietary software which provides detailed service management.

TRANSBLUE reviewed both options carefully and choose to create our own proprietary software. Transblue has named the software the SAP. What happens under the SAP is a vendor is sent a work order from SAP. The Vendor has 10 minutes to accept the work order or it is sent to the next approved Transblue partner. Once the work order is accepted Transblue and the Transblue client are notified via email with an approximate arrival time. Once the vendor arrives at the site, they photograph the building and problem. The photograph (s) start the time the vendor is on site. The client can now see the



work order has started and Transblue has provided accountability with the photo verification. Once the repair or service is complete the vendor takes the required completion photos and the work order is complete. The client is sent an email and the service can be graded. The grades are used by Transblue to determine the partner's customer service and industry specific knowledge. If vendors do not receive good grades they are removed from being an "eligible" Transblue partner. The SAP then creates the invoice and sends it directly to the clients billing department as specified in the contract agreement. By creating and implementing the SAP TRANSBLUE can track the start time of the vendor, and the completion time of the project. SAP includes a GEO Tag feature which allows Transblue and Transblue's clients to see real time where each partner is when route to provide the required service, the partner cannot log in to the work order without being onsite, as the GEO Tag is matched with the locations GEO Locations and both must align before service can be initiated, additionally if the partner leaves the site the work order automatically closes.

Transblue has provided photo verification "accountability" that the work was completed. And the service is graded and Transblue utilizes the feedback to continually "raise the standard" in the maintenance industry.

By looking at problems and constantly looking for solutions Transblue is raising the industry standard for service and accountability. Transblue is committed to cutting costs and using technological advances to provide the highest level of service to our clients. Vendor management is a crucial part of our business as it is the back bone of our company. Providing real time solutions to vendor management has been a key tool in providing our clients with a one of a kind peace of mind!

By David Wescott VP Board of Directors

TRANSBLUE