VENDOR PERFORMANCE SCORECARD

Vendors

All

Customer Satisfaction Rate
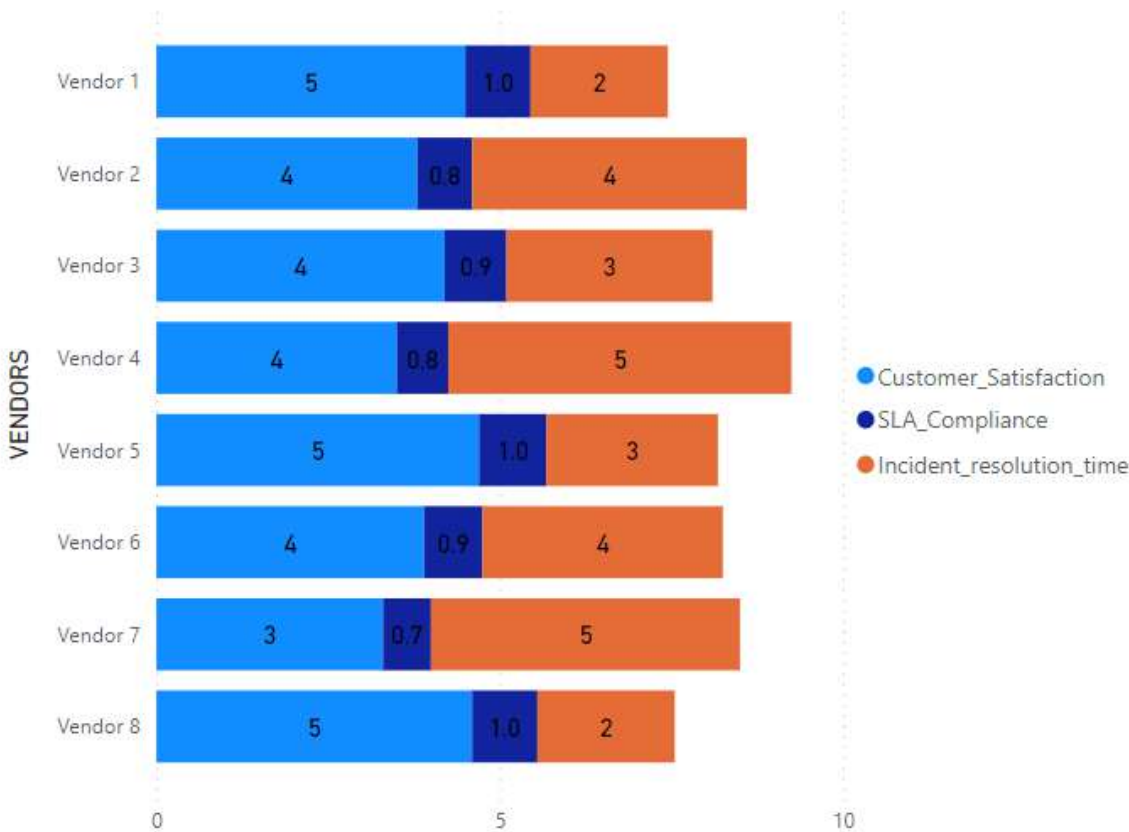
4.06

Incident resolution Time`s Trend
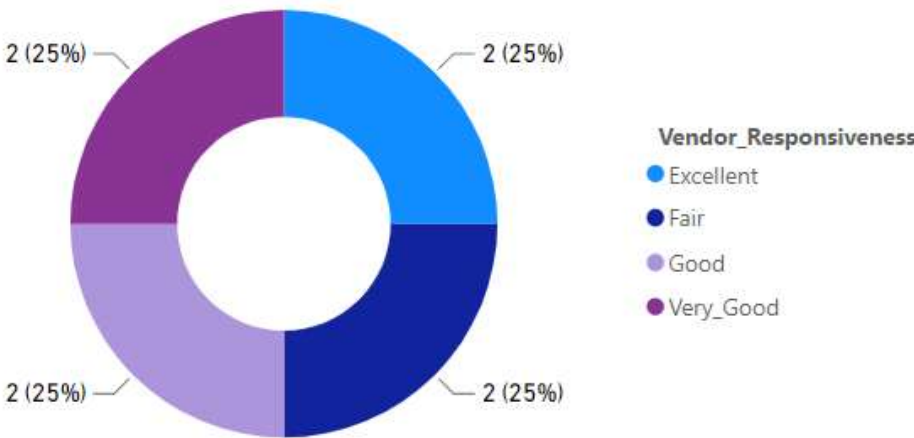
2.50

Vendor Count

8

Vendor Performance Chart

VENDORS	Customer_Satisfaction	SLA_Compliance	Incident_resolution_time
Vendor 1	5	1.0	2
Vendor 2	4	0.8	4
Vendor 3	4	0.9	3
Vendor 4	4	0.8	5
Vendor 5	5	1.0	3
Vendor 6	4	0.9	4
Vendor 7	3	0.7	5
Vendor 8	5	1.0	2

Legend:
- Customer_Satisfaction
- SLA_Compliance
- Incident_resolution_time

Vendors by Vendor_Responsiveness

2 (25%)
2 (25%)
2 (25%)
2 (25%)

Vendor_Responsiveness
- Excellent
- Fair
- Good
- Very_Good

Vendor Risk Matrix

Vendors	Cybersecurity Measures	Compliance with Requireme...	Data Protection Policies
All	All	All	All

Count of Vendor Name by Cybersecurity Measures

2 (25%)

4 (50%)

2 (25%)

Cybersecurity Measures
- High
- Low
- Medium
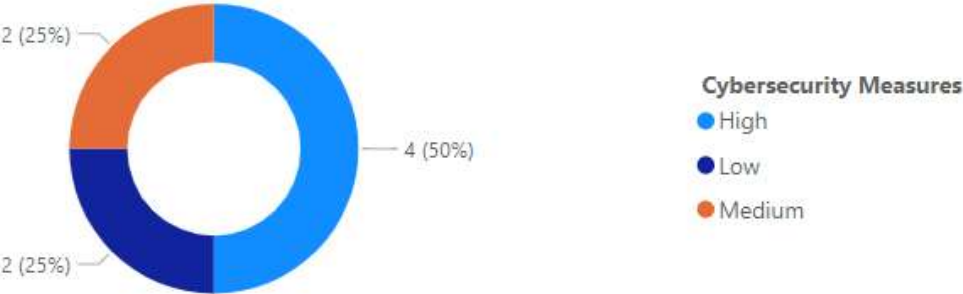
Compliance with Requirements By Vendors

Vendor 1, Vendor 3, Vendor 5, Vendor 8, Vendor 2, Vendor 6, Vendor 4, Vendor 7
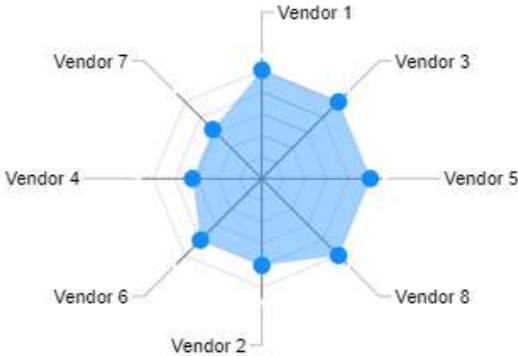
Vendor Name	Cybersecurity Measures	Compliance with Regulatory Requirements	Financial Stability	Data Protection Poli
Vendor 1	High	Compliant	Stable	Strong
Vendor 2	Medium	Partially compliant	Moderate	Moderate
Vendor 3	High	Compliant	Stable	Strong
Vendor 4	Low	Non-compliant	Moderate	Weak
Vendor 5	High	Compliant	Stable	Strong
Vendor 6	Medium	Partially compliant	Moderate	Moderate
Vendor 7	Low	Non-compliant	Moderate	Weak
Vendor 8	High	Compliant	Stable	Strong

Average of RISKAVG by Compliance with Regulatory Requirements

AKVELON

Compliant

Partially compliant

Non-compliant

CONTRACTUAL COMPLIANCE MATRIX

Resolution Times Adherence	Degree Of Compliance	Response Times Adherence	Average Uptime/Downtime Adherence
6.8	6.6	7.1	7.4

Compliance Metrices by Vendors

Legend:
- Resolution Times Adhere...
- Response Times Adherence
- Uptime/Downtime Adher...
- Degree Of Compliance
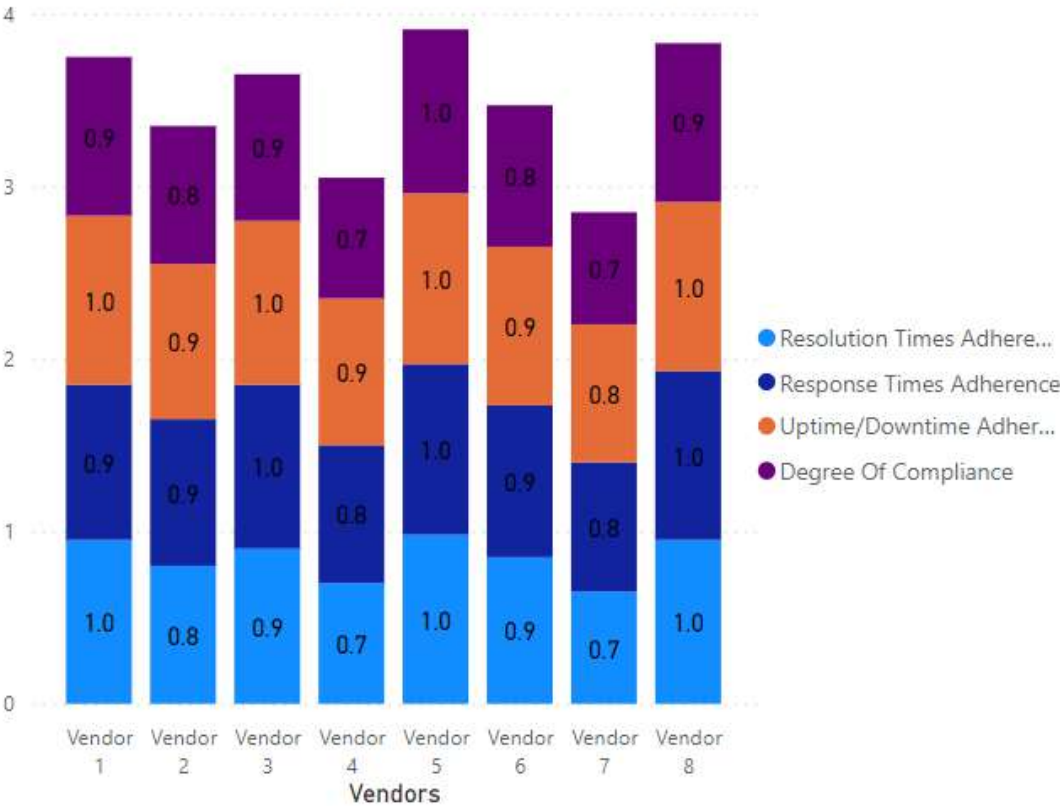
Degree Of Compliance by Vendors

Vendors	Resolution Times Adherence	Response Times Adherence	Uptime/Downtime Adherence
Vendor 5	1.0	1.0	1.0
Vendor 1	1.0	0.9	1.0
Vendor 8	1.0	1.0	1.0
Vendor 3	0.9	1.0	1.0
Vendor 6	0.9	0.9	0.9
Vendor 2	0.8	0.9	0.9
Vendor 4	0.7	0.8	0.9
Vendor 7	0.7	0.8	0.8

Vendor Relationship Matrix

Sum of relationship_avg by Vendor Name

Vendors by Communication Effectiveness and Overall Satisfaction

Overall Satisfaction ● Highly satisfied ● Satisfied

Vendor Name	Communication Effectiveness	Vendor Responsiveness	Issue Escalation Process	Overall Satisfaction
Vendor 1	Very effective	Excellent	Efficient	Highly satisfied
Vendor 2	Somewhat effective	Very_Good	Moderate	Satisfied
Vendor 3	Very effective	Good	Efficient	Highly satisfied
Vendor 4	Somewhat effective	Fair	Moderate	Satisfied
Vendor 5	Highly effective	Excellent	Efficient	Highly satisfied
Vendor 6	Very effective	Very_Good	Efficient	Satisfied
Vendor 7	Somewhat effective	Fair	Moderate	Satisfied
Vendor 8	Highly effective	Good	Efficient	Highly satisfied