

Global Service Providers (GSP)

SELECT THE OPTIMAL SOLUTION AND PARTNER FOR YOUR PROJECT

ARC STAR SERVICE FOR SUPPLIER EVALUATION AND SELECTION

You are undertaking one of the most important decisions to impact your business, choosing a critical technology solution and partner to operate your plant for years to come.

- Are you ready for the task?
- Do you need guidance or support with the project?
- Do you have a proven process that will lead to success?

If you are unsure about any of these questions, then you need the assistance ARC Advisory Group has to offer.

ARC is the industry leading provider of technology research and supplier information for operations management, supply chain, maintenance, engineering and project management. Our products and services integrate hands on experience with global market research to deliver the intelligence you need.

ARC developed the STAR Service through years of experience in helping companies select technology solutions. STAR guides you through project definition, team identification, criteria development, criteria prioritization, supplier short-listing, supplier polling, supplier results analysis, and supplier positioning. STAR also provides you with the right selection criteria and the information you need to identify the market leading suppliers.

All too often, supplier selection is contentious, lacks key information, and is prone to delays. The ARC STAR Service leverages the Analytic Hierarchy Process (AHP) for criteria weighting and supplier rating, and enables your team to reach consensus without conflict. The ARC STAR Service is thorough, structured, and fair, producing results based on facts and sound logic.

For more information, please visit us at www.arcweb.com/services/supplier-selection/

GSP STRATEGIC ISSUES

ARC has been researching the GSP market and we know the issues for manufacturing and industrial organizations:

- Match services capabilities to your particular needs
- Expertise for your key value streams to support business process optimization
- Coverage spanning corporate IT, manufacturing IT, and controls engineering
- Industry expertise and knowledge of current dynamics
- Breath of skills for your technologies, applications, integration, and more
- Assessment of depth of expertise
- Resource availability across geographies
- Design and architecture support
- IT management capabilities
- Supporting transformational change
- Supplier long term viability
- Separate leaders from followers

ARC STAR SERVICE KEY FEATURES AND BENEFITS

ARC STAR SERVICE OVERVIEW

On-line Web Hosted Solution
Microsoft Excel-based
Easy to Use, Fact-based Process

ARC STAR SERVICE FEATURES

Project and Team Definition
Criteria Selection
Criteria Weighting
AHP Criteria Analysis
Market Analysis
Supplier Profiling
Supplier Short-Listing
RFI Development
RFI Response Management
Supplier Response Evaluation
Kepner-Tregoe (KT) Analysis
Track process and results
Complete Process Documentation

ARC STAR SERVICE BENEFITS

Standardized Business Process
Comprehensive Selection Criteria
A Proven, Results Oriented Toolset
Shorter Project Cycle Time

ARC STAR SERVICE OPTIONS

ARC MIRA for Market Research
ARC Analysts for Process Facilitation

Criteria or Vision?		% Weights	Factors/Weights	Supplier Ratings	Supplier Normalized Scores
A	B	A	B	C	
1.0 SUPPLIER BUSINESS SCOPE					
110 General					
111	Established DCS supplier (Share/ARC Provided)	Current	20%	12.5	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
112	Established DCS supplier in Vertical (Share/AR)	Current	20%	12.5	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
113	Established DCS supplier in Region (ARC Prov)	Current	20%	12.5	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
114	Established sole base automation supplier	Current	20%	12.5	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
115	Good Business Partner	Vision	20%	12.5	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
12.0 Commercial					
12.1	Field Proven	Current	17%	9.4	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
12.2	Supplier Prequalified	Current	17%	9.4	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
12.3	No Unreleased products	Current	17%	9.4	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
12.4	Consequential Damages	Current	17%	9.4	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
12.5	Single Source Variance	Current	17%	9.4	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
12.6	Corporate Purchase Agreement	Current	17%	9.4	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.0 SERVICES CAPABILITY and QUALITY					
2.10 Project Services					
2.11	Project Management	Current	16%	8.3	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.12	Project Implementation	Current	16%	8.3	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.13	Control Code Design	Current	16%	8.3	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.14	Graphics Design	Current	16%	8.3	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.15	Installation	Current	16%	8.3	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.16	Check-out	Current	16%	8.3	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.17	Commissioning	Current	16%	8.3	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.2.0 Lifecycle Services					
2.2.1	Training	Current	95%	31.5	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.2.2	Maintenance	Current	50%	16.5	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
3.0 STANDARD HARDWARE & SOFTWARE CAPABILITY					
3.1					

