atamis improving procurement visibility and control

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Atamis PM/CM/SRM: Client Briefing Pack

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Introduction

Thank you for choosing Atamis PM/CM/SRM for managing your contract lifecycle. This document provides an overview of how your solution will get set up.

Atamis PM, Atamis CM and Atamis SRM are Modules of the Atamis 3.0 Contract Lifecycle Management Application Suite. The three modules are covered by this one Briefing Pack as many of the feature overlap or inter-relate. Atamis SA and Atamis TM have their own separate Briefing Packs which are available if required from Atamis Support.

Atamis solutions are unique in their level of flexibility, so a large part of the implementation approach will concern gathering requirements about how best to configure your solution.

For the majority of implementations there will be four Phases to getting you set up with Atamis:

- Configuration
- Pilot and Approval
- Training
- Post-Go-Live Support

This document provides the context for the Configuration Phase and can be used as an agenda for a kick-off meeting or for a series of workshops or webinars.

Atamis PM/CM/SRM Features and Licences

When planning the number and type of licences required for your solution, please refer to the Licence details on the Atamis website to establish how many modules/features each user will need to access and consequently how many of each Licence Type are required.

The features included in each module are summarised below – note that users needing to set up/complete Contract KPIs require both CM and SRM modules.

Atamis PM Features

Atamis PM features include:

- Central register of all corporate initiatives, programmes and projects
- Business Case approval
- Pre-procurement design considerations
- Savings and benefit/outcome planning
- Procurement/Commissioning approval
- Annual budget planning
- Workforce resource scheduling by grade
- Procurement pipeline planning

- Department-level resource planned vs capacity
- Document Management
- Procurement and Contract associations/dependencies
- Custom report and dashboard builder
- Full audit trail

Atamis CM Features

Atamis CM features include:

- Corporate Contract Register via Enhanced Contract Page Layout
- Multiple Contract Types
- Parent/Child relationships
- Custom fields and page layouts
- Activity Management
- Workflow and Scheduling
- Document Management (full version control option)
- Risk Impact Assessment
- Risk Register
- Contract Savings
- Variation/Extension/CCN Orders
- Procurement procedure compliance
- CSR/Social Value
- Contract Integration options
- Data segregation options to restrict visibility by area
- Custom report and dashboard builder
- Full audit trail

Atamis SRM Features

Atamis SRM features include:

- Enhanced Supplier Page Layout
- Custom fields and additional page layouts
- Contact & Activity Management
- Workflow and Scheduling
- Document Management
- Contract KPIs (also requires CM module access)
- Supplier risk and procedure compliance tracking
- Annual archive of supplier risk/compliance criteria
- Supplier risk segmentation
- Supply chain builder tool (secondary suppliers)
- Innovation management
- Supplier portal for secure sharing of supplier profiles and documents (also requires Portal Licences)
- Custom report and dashboard builder
- Full audit trail

Frequently Asked Questions

What are we required to do for this project?

1. Review and discuss the design considerations in this document to enable Atamis to complete the Implementation Scope Checklist in Appendix 1
2. Send Atamis your existing Programme, Supplier or Contract Data
3. Attend workshops where scheduled
4. Respond to any queries relating to system setup
5. Validate the system configuration and data loaded
6. Attend training where scheduled

Do we need to install any hardware or software to use Atamis?

No, this solution is 100% web-based. However, you can optionally choose to integrate Atamis Tasks and Events with MS Outlook for which there is an Outlook Connector which must be downloaded and installed on each PC.

Is our data secure?

Yes. Your system environment meets recognised third-party enterprise security certifications including ISO27001 and the SysTrust Audit.

There many features explained here, can we phase them in?

Yes. Several Atamis clients have opted to start by loading basic contract data as part of a pilot, before rolling out to a wider user base and then gradually introducing additional features at a later date. Atamis would be pleased to discuss the best implementation approach for your organisation.

What Project governance can be provided?

Atamis has a number of consultants trained and qualified in using PRINCE/2. For larger projects, the scope, objectives, plan, risks, project team and communication plan will be controlled through a Project Initiation Document (PID) and the project will be managed under PRINCE/2 governance with regular project team meetings.

Atamis Configuration

Considerations for Atamis PM Only

Pre-Procurement Activity

What activity takes place before a decision is made to procure goods or services and do you wish to manage this activity within your system? For example:

- Pre-procurement design considerations
- Savings and benefit/outcome planning
- Annual budget planning

Is the system to be made available to users not directly involved in contract management, such as a strategic projects group? Do you intend to create a hierarchy of corporate programmes with projects that result in the award of contracts? If so, we will discuss in a workshop the information would you like to collect (you may wish to refer to the Atamis Fields spreadsheet for a list of Atamis PM fields).

Contract/Procurement Approval

What approval processes do you need to manage within the system? What steps do business cases or project requests have to go through in order to get approved and what are the approval levels?

Pipeline Planning

Resource forecasting or pipeline planning can be conducted at two levels within Atamis:

- Programme/project level – for planning resources across the *whole organisation* using Atamis PM
- Procurement exercise level – for planning resources within the *Procurement function* using Atamis TM (Procurement Templates feature)

Do you wish to use the system to do either of these? Do you wish to set up FTE (full-time equivalent) resource capacity figures for each Department?

Considerations for Atamis CM & SRM

Contract/Supplier Segmentation

Do you profile your Contracts or Suppliers, for example, into High/Medium/Low risk or complexity? If so, what criteria/algorithm do you use? It may be possible to incorporate this routine into the system.

Once segmented, what are the differences in the way each type of Contract or Supplier is managed?

Contract/Supplier Custom Fields

Is there any information that could be recorded in fields that may be unique to your organisation? Refer to the Atamis Fields spreadsheet for examples of standard Contract and Supplier fields available.

Examples of custom fields other clients have used include:

- Compliance with principles, policies and standards
- Risk levels in selected risk categories
- Business continuity details

Atamis can be configured to support additional custom fields of various data types including:

- Text
- Long text area
- Date and Date/Time

- Currency
- Number
- Checkbox
- Picklist
- Multi-select picklist

During workshops Atamis will prompt you to consider where new fields should be on the Supplier page or on the Contract page depending on whether the criteria could potentially vary across different contracts with the same supplier.

Contract KPIs

Do you wish to use Atamis CM and SRM to record performance levels on contracts? Do you have existing KPI data to be loaded? What types of KPIs do you need to record:

- Quantitative / Qualitative / both
- Performance Indicators / Usage (information only) Indicators / both

For quantitative KPIs is there a standard scoring approach you use?

Atamis uses four target band thresholds:

- Best possible
- Target
- Acceptable
- Minimum

Do you want to record service credits or penalties associated with KPIs falling into these bands?

Do you want Suppliers to be able to record their own service levels through the Supplier Portal?

Tasks and Workflow

Tasks in Atamis are useful for setting reminders and can be assigned to any system user. They can relate to Programmes, Suppliers or Contracts. What Tasks do you routinely undertake (or would like reminders for) during the management of a contract, for example:

- Performance Reviews (monthly/quarterly/annually)
- Contract Milestones
- Financial review
- Risk assessment
- Renewal reminder at Review date
- Termination notice date reminder
- Etc.

Would these be added manually for each type of Programme/Supplier/Contract or are there specific conditions under which the system could automatically generate them?

Do you use MS Outlook and if so would you like Tasks and Calendar Events to synchronise between Atamis and Outlook for all users?

Documentation

Where are Supplier and Contract documents currently stored?

Do you want them stored securely in the Atamis system attached to Supplier/Contract records?

Do you typically hold several documents relating to a contract record and if so, do you need to group these into a folder structure?

Do you need Atamis to perform any bulk loading of contract documents?

Supplier Portal

Atamis can optionally use a Supplier Portal which allows you to share information and documents with suppliers and to use the business networking tool, Chatter. It can also be used for suppliers to self-score their service levels periodically. If you require a Portal we will need to collect information regarding branding, wording on welcome pages, email templates, field sharing settings, etc.

Considerations for Atamis CM Only

Types of Contract

What types of contract do you need to manage? For example:

- Single supplier contracts
  - One-off
  - Recurring
- Parent/child contract relationships such as:
  - Master Service Agreements with multiple Work/Service Orders
  - Framework Agreements with multiple suppliers
  - Call-offs
- Purchase Orders
- Spot contracts
- Service Level Agreements
- Indefinite/recurring contracts
- Grants
- Variations and other types of Change Notice

Savings

Do you already record and/or do you want to record financial savings achieved on contracts? If you have already collected this data please provide it so we can assess whether it can be loaded in bulk. What types of savings do you track, for example:

- Cost avoidance
- Price reduction
- Increased value

When does your financial year start? The system can apportion savings to financial years on a pro-rata basis for reporting purposes.

Benefits / Social Value / CSR

Do you already record and/or do you want to record benefits relating to Corporate Social Responsibility or the Social Value agenda that are achieved against contracts?

Risk Management

Do you use an algorithm to determine the risk impact level of a contract failing? As a standard, Atamis uses:

- How critical are the goods/services?
- How easy is it to swap suppliers?
- What is the size of the supply market?

Do you identify and monitor individual risks for key contracts and is this data available for loading? Atamis can be used for tracking individual risks and also issues associated with a contract. By default, Impact and Likelihood scores of between 1 and 5 are used.

Variations

Do you intend to use the system to record contract variations or changes? If so, is there a variation approval process you would like built into the solution? (Note that approval can only be granted by users with a system licence.) Would you like the system to recalculate the Estimated Total Value of the contract after a Variation has been approved?

Public Site

For public sector organisations, do you require the option to publish awarded contracts on a public-facing Site? Could you provide a link to the site you currently use if it is to be replaced by Atamis?

Initial Contract Data Load

Please see Appendix 2 for recommended fields to include in an initial Contract data load.

Considerations for Atamis SRM Only

Supplier Engagement

Atamis SRM can be used without configuration to support communication with suppliers:

- You can record tasks, set reminders and arrange meetings against each supplier using Tasks and Events
- With Outlook integration enabled, you can automatically link emails you send from Outlook to a Supplier record in Atamis SRM so you maintain a full audit of supplier activity in one place

Using the Supplier Portal, you can (literally) share some or all of the supplier page with selected suppliers and control whether some fields should be editable by supplier portal users. Suppliers can also upload files securely for you to view and vice versa. Do you wish to make use of the Supplier Portal?

If you collect critical information from key suppliers every year, or every quarter, (for example, Supplier/Due Diligence Questionnaires) it is also possible to use Atamis TM to automate this process. Atamis TM provides a simple form-based interface for suppliers to complete information of any data type, including file attachments. These questions can be synchronised with fields on the supplier page to save suppliers from having to rekey unchanged information every year and on tendering exercises. If you require this feature please request more information about Atamis TM.

Local Authority Features

Atamis offers two data services that utilise the Atamis SRM module for maximising utilisation of local suppliers in procurement and for reporting on CQC performance data. Please refer to the links below for further details:

- Local Potential
- Care Quality

Considerations for all Modules

Data Security

Are there particular types of Programme, Supplier or Contract that you would wish to remain hidden from or read-only for certain types of User?

Category Structure

What Primary Category Structure would you like to use (if any)? e.g. ProClass, eClass, UNSPSC level 2 or 3, etc. This can be used for:

- grouping and reporting on contracts
- classifying suppliers
- linking Procurement Team members to areas of category management responsibility

The Primary Category Structure is not mandatory and can be introduced later if required.

User Profiles

User Profiles control which modules, features and fields a user can view or modify. Default Profiles include:

- **Atamis CM** (can only view/edit Contracts)
- **Atamis PM** (can only view/edit Programmes)
- **Atamis CM & SRM** (can view/edit Contracts and Suppliers)
- **Atamis Power User** (full access to all Modules including SA and TM)
- Etc.

Custom profiles and permission sets can be created, for example, to grant only certain users the ability to edit a particular field that may be sensitive or require a higher level of authority. Do you anticipate needing any custom Profiles or permissions?

Home Page Layout

The standard Home Page provides links to commonly used Dashboards, Reports and Lists of Programmes, Contracts and Suppliers as well as links relating to Atamis SA and TM. It can be customised, however, and different Home Page layouts can be designed for different types of user based on their Profile. Do you anticipate the need to customise the Home Page at all?

Chatter Feed

There is a business networking tool called Chatter which provides a familiar interface for recording fully audited communication between Users, including Supplier Portal Contacts if enabled. Would you be interested in making use of this and if so, for which Tabs?

Appendix 1: Implementation Scope Checklist

Consideration	Required? 0 = No 1 = Yes, no config 2 = Yes, minor config 3 = Yes, workshop & config	Timescale? Now / Later	Bulk Load? Yes / No
ATAMIS SA			
Spend Classification			
Supplier Data Enrichment			
Contract Compliance			
ATAMIS PM			
Pre-Procurement Analysis			
Contract/Procurement Approval			
Pipeline Planning (Resources)			
ATAMIS TM			
Templates/Procedures			
Pre-Qualification Questionnaire			
Tender Opportunities Site			
Supplier Portal Branding			
Email Templates			
OJEU/Contracts Finder Notices			
ATAMIS CM & SRM			
Contract/Supplier Segmentation			
Contract/Supplier Custom Fields			
Contract KPIs			
Tasks and Workflow			
Documentation			
Supplier Portal			
ATAMIS CM			
Types of Contract			
Savings			
Benefits / Social Value / CSR			

Risk Management			
Variations			
Public Site			
ATAMIS SRM			
Supplier Engagement			
Local Authority Features			
ALL MODULES			
Data Security			
Primary Category Structure			
User Profiles			
Home Page Layout			
MS Outlook Integration			
Single Sign-on			

Appendix 2: Recommended Contract Fields for Import

Field	Mandatory?	Type
Contract Name	**Mandatory**	Text
Contract Type	Optional	Text
Framework Title (if shared by many suppliers)	Recommended	Text
Supplier Name	**Mandatory**	Text
Supplier Address & Post Code (use multiple cols)	Recommended	Text
Supplier/Vendor ID (or Creditor Ref)	Recommended	Text (max. 20)
Estimated Total Value	**Strongly Recommended**	Currency
Department/Directorate owning contract	Recommended	Text
Contract Manager	Optional	Text
Contract Manager Contact Details	Optional	Text
Procurement Procedure	Optional	Text
Start Date	**Mandatory**	Date
End Date	**Mandatory**	Date
Notice Date	Optional	Date
Review Date	Optional	Date
Extendable?	Optional	Y/N
Extension Terms	Optional	Text
Recurring/One-Off?	Recommended	Text
Existing Contract Ref (External Contract ID)	Recommended	Text

Data should be supplied in a CSV or Excel file. Columns can be in any order. Additional fields can be incorporated – please refer to the Atamis Fields spreadsheet.

Appendix 3: Atamis Configuration Tools

Before attending workshops and discussing the configuration of your system we recommend you familiarise yourself with the configuration tools and terminology that Atamis consultants will use. As an approved Salesforce.com ISV Partner, Atamis has access to the following configuration tools on the Force.com Platform that Atamis 3.0 uses:

Objects and Tabs

Programmes, Contracts and Suppliers are all examples of Objects in Atamis. Other examples of Objects include: Contract Savings, Programme Budgets, Supplier Risks and Issues, Activities (Tasks and Events) and Attachments.

Some of the more important system Objects, including Programmes, Contracts and Suppliers all have their own Tab. Tabs can be relabeled and have the benefit of being able to organise records using List Views.

List Views

List Views allow you to create convenient groups of records based on any criteria. You can also define the columns that appear on a List View and control who can access the List View. Public List Views, such as “All Contracts” are part of the system and are not editable by most users. But most Users will be able to create their own private List Views and, depending on the User’s Profile, will be able to share these with other users.

Fields and Page Layouts

- Fields can be relabeled
- Hover Help can be changed for most fields
- Some modifications to Page Layouts can be made, including adding sections and Related Lists
- Custom fields can be added and utilised in reports and dashboards
- Different Page Layouts can be assigned to users with different Profiles, e.g. a Read-only Page Layout
- There are two important reserved fields that the system uses:
    - The **Owner** is the user that created the record and to whom all new Tasks are assigned by default. The Owner can be reassigned to another User at any time
    - The **Record Type** – explained below

Related Lists

At the bottom of the Page Layouts for Programmes, Contracts and Suppliers there will be a series of Related Lists, i.e. lists of multiple items that are all related. For example, a Supplier can have multiple Contracts, so a Contract Related List will appear at the bottom of the Supplier Page Layout.

Record Types

Introducing new Record Types for Programmes, Contracts or Suppliers enables you to use different Page Layouts.

Example:

The Contract Object may have two Record Types created:

- Master Service Agreement

- Work Order

A Contract record with Record Type "Master Service Agreement" could have a Page Layout that could show all the Work Orders in a Related List. Whereas the Page Layout for contracts with the Record Type "Work Orders" may display the Master Service Agreement Field but would not need the Related List.

Validation Rules

Validation Rules prevent a record from being saved based on pre-defined conditions. The simplest Validation Rule is that a field is always mandatory, for example, Contract Start Date. More complex Validation Rules can also be used, for example:

> "Prevent the user from changing the Status if the Approval field has not been completed."

Workflow Rules

Workflow Rules can be set up to trigger some other event to occur when certain conditions are met. The two main events that can be triggered are:

- Update the value in another field
- Send an email (using an Email Template)

The conditions that trigger the event can be quite complex. For example:

> "Send an email to the Head of IT when the Contract Status is changed to 'Request Approval' on an IT contract over £1m"

Email Templates

Email Templates, as the name suggests, include predefined text to be used in emails that are either sent manually (using Send Email from the Activities Related List) or triggered by a Workflow Rule. They can include Merge Fields which will auto-populate any field relating to the current Object, the User or the Contact (if Supplier Portal Contacts are being used).

Audit Trail

The system will record an audit trail of changes made to selected Fields on each Object which includes who made the change, when and what was changed (for Long Text Fields the details of the change are not recorded).

There is a limit of 20 fields that can be tracked on each Object which can only be increased by incurring charges from Salesforce.com.

Profiles

User Profiles control which modules, features and fields a user can view or modify. Default Profiles include:

- **Atamis CM** (can only view/edit Contracts)
- **Atamis PM** (can only view/edit Programmes)
- **Atamis CM & SRM** (can view/edit Contracts and Suppliers)
- **Atamis Power User** (full access to all Modules including SA and TM)
- Etc.

Custom profiles and permission sets can be created, for example, to grant only certain users the ability to edit a particular field that may be sensitive or require a higher level of authority.

Roles, Public Groups and Sharing Settings

Roles and Public Groups are used to determine record-level data security. This is done by creating Sharing Settings that refer to the Role or Public Group. An example of a Sharing Setting would be:

> “Ensure that only users from the Legal Department have access to confidential Contracts”
>
> In this example, either a User’s Role or Public Group membership would be used to determine whether they were from the Legal Department. And the Sharing Setting would specify the condition which defined a Contract as confidential.

Roles: Each user is assigned a single Role and it is possible to establish a Role Hierarchy which enables the possibility of granting access to data based on where the user sits within the hierarchy. The access levels are determined by the Owner of the record.

Public Groups: Each user can be assigned membership of any number of Public Groups. There is no effective limit on the number of Public Groups that can be set up, but the disadvantage is that when new Users are set up, their membership must also be set up for each Public Group.

Permission Sets

Users can be assigned any number of Permission Sets which control access to specific fields within the system. For example:

> A Permission Set can be created that grants Users the ability to Edit an approval Field. All Users *without* the Permission Set would only have Read-only access to the Field.

Reports and Dashboards

Reports can be generated on any Object in Atamis. Each Report is based on a **Report Type** which defines the Objects and Fields that can be used in the Report. Custom Report Types can be created.

There are three main **Report Formats** available:

- Tabular
- Summary
- Matrix

Reports are grouped into **Report Folders**. Custom Report Folders can be created and Sharing permissions can be allocated for each Report Folder to restrict access.

Similarly, Dashboards also use Dashboard Folders and can be shared. Each graphic on a Dashboard is called a Dashboard Component and relates to a single Report. The following types of **Dashboard Component** can be generated from all Summary or Matrix Reports:

- Horizontal Bar Chart
- Vertical Bar Chart
- Line Chart
- Pie Chart
- Donut Chart
- Funnel Chart
- Scatter Chart
- Gauge (Dial)
- Metric (single figure)

- Table (multiple figures)

Exception Reports can be created by adding Filter Criteria to a Report that represent and exception. Users can **Subscribe** to a limited number of Exception Reports to receive email alerts when the exception occurs.

Reports and Dashboards can be scheduled to be auto-refreshed and emailed to selected users based on custom schedules. Dashboards display data based on a designated user's view. A limited number of Dashboards can also be configured to run as the 'logged in user'. It is also possible to set up **Dashboard Filters**, for example, to save having to replicate a Dashboard for each Department or Category Group.