



## OECM's Rich History with the Public Sector: Collaboration that's one-step ahead

### OECM: 15 YEARS AND COUNTING

With a rich history reaching as far back as 2006, OECM isn't the new guy on the block for customers in the public sector. "Lots of great strides have been made since opening our doors 15 years ago," explains Pooja Nagra, OECM's Director of Supplier Relationship Management. Today, OECM is known across Ontario as a trusted and recognized not-for-profit collaborative sourcing partner. "While we originally started in Ontario's education sector, we've since expanded our reach to Broader Public Sector (BPS) entities, provincially funded organizations, Crown Corporations, and other not-for-profit organizations, and municipalities."

Did you know? All of Ontario's 72 School Boards, over 40 colleges and universities and more than 900 organizations within Ontario's Broader Public Sector are using OECM's agreements!

## OECM'S VALUE TO CUSTOMERS

Regardless of the sector, as Ontario's valued sourcing partner, OECM plays an active role on behalf of our customers to negotiate and facilitate the acquisition of high-quality supplies, solutions, and services in the most time-efficient manner.

As a result, OECM continues to experience steady growth as a leader in the public sector with over 1,000 customers who access a unique portfolio of products and services, across categories like Facilities and Operations, Finance, IT Solutions, and more. Compliance is important so it's valuable for customers to know that OECM also sources these products and services in an open, fair, transparent, and competitive manner, in compliance with trade agreements such as the Canadian Free Trade Agreement ("CFTA"), and the Comprehensive Economic and Trade Agreement ("CETA").

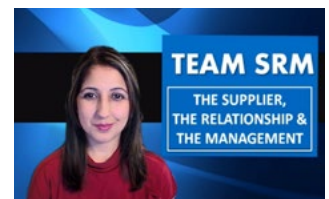


## MEET OECM'S SUPPLIER RELATIONSHIP MANAGEMENT TEAM!

### Team AUTOBAHN



### Team MIT



### Team MILLIONAIRE



OECM's supplier partners play a fundamental role in ensuring our public sector customers' needs are met with consistent and exceptional service. To support our mission of delivering value, savings, choice, and service to our customers, OECM is focused on building strong partnerships and relationships with our supplier partners. This is where our Supplier Relationship Management (SRM) Group truly sets us apart!

"Working collaboratively with our supplier partners, OECM has built a comprehensive Supplier Relationship Management program to effectively manage performance of 350+ suppliers, drive innovation, and deliver continuous improvement," says Pooja Nagra, OECM's Director of Supplier Relationship Management.

Together with Nagra, OECM's three Senior Supplier Relationship Managers, Jay Chan, Mie Okawa and Deepali Vasisht lead a team of 17 staff – including, Category Managers, Contract Specialists and Contract Analysts – who work together to oversee and support a variety of supplier partners on over 80 categories, effectively serving as a bridge between them, our customers, and the rest of OECM (See Figure 1).

"By committing to contracts with innovative, reputable suppliers to offer a comprehensive choice of quality products and services that help generate savings, our team plays an essential role in helping meet our customers' needs through consistent, responsive, and exceptional service."

Figure 1: OECM's Sourcing & Supplier Relationship Management Cycle



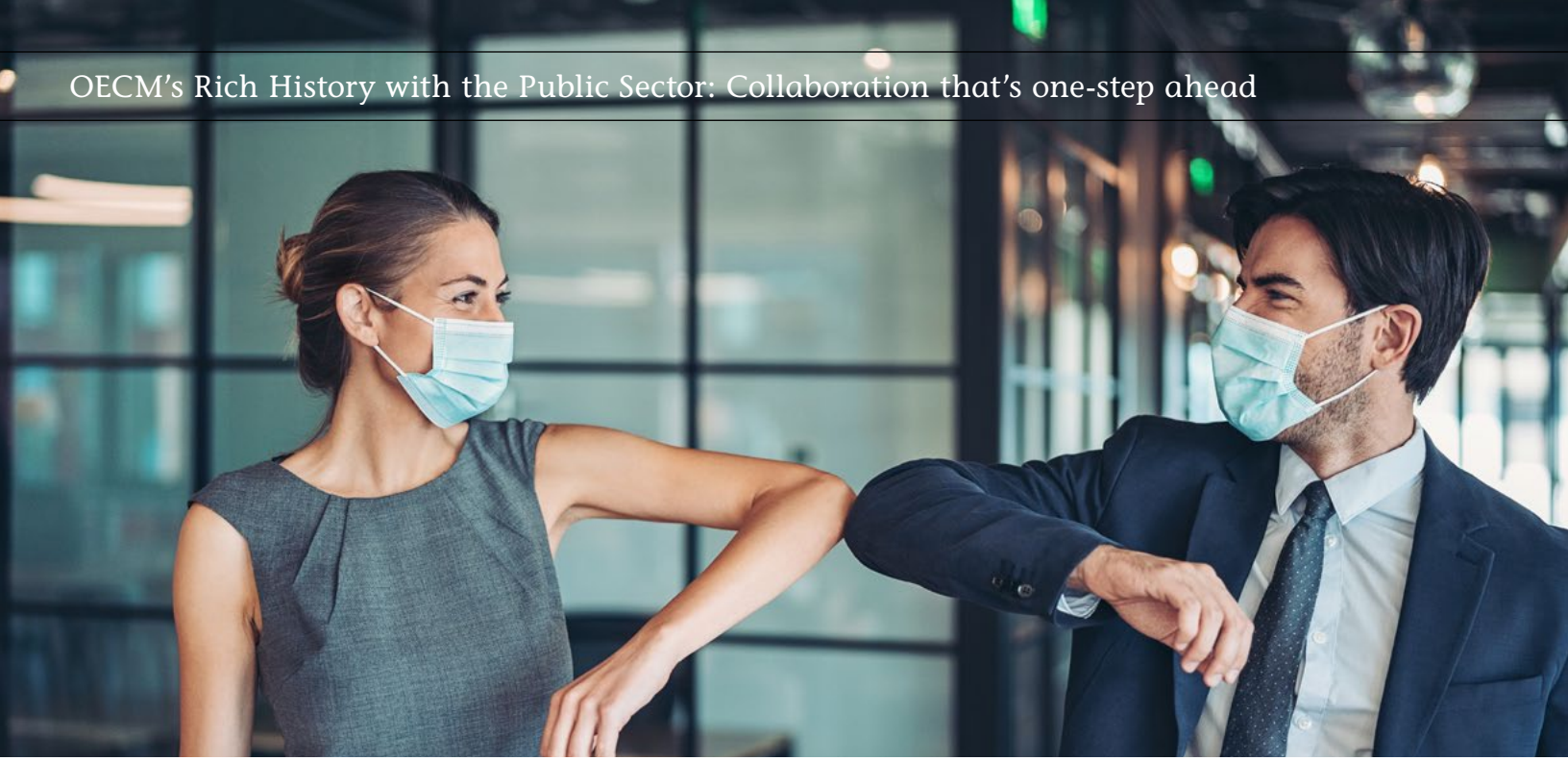
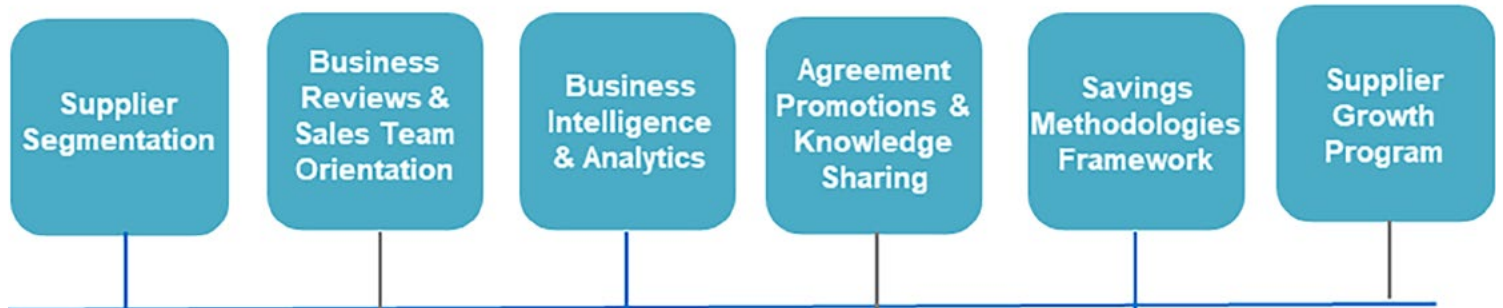


Figure 2: Supplier Relationship Management

## Relationship Management



### Building a powerful SRM Program

We have strong supplier relationships that allow continuous, long-term success

OECM's SRM team is a direct channel of communication to and from our awarded supplier partners – cultivating relationships and managing supplier performance, negotiating price increase requests to ensure minimal impact to our valued customers, issuing amendments to existing agreements, updating language as required, promoting supplier events and exclusive offers, and collaborating with suppliers to convey vital information to our customers (See Figure 2). In addition to building key relationships, the SRM team also monitors Contract & Performance Management (See Figure 3), in order to ensure our success measures and goals are achieved.

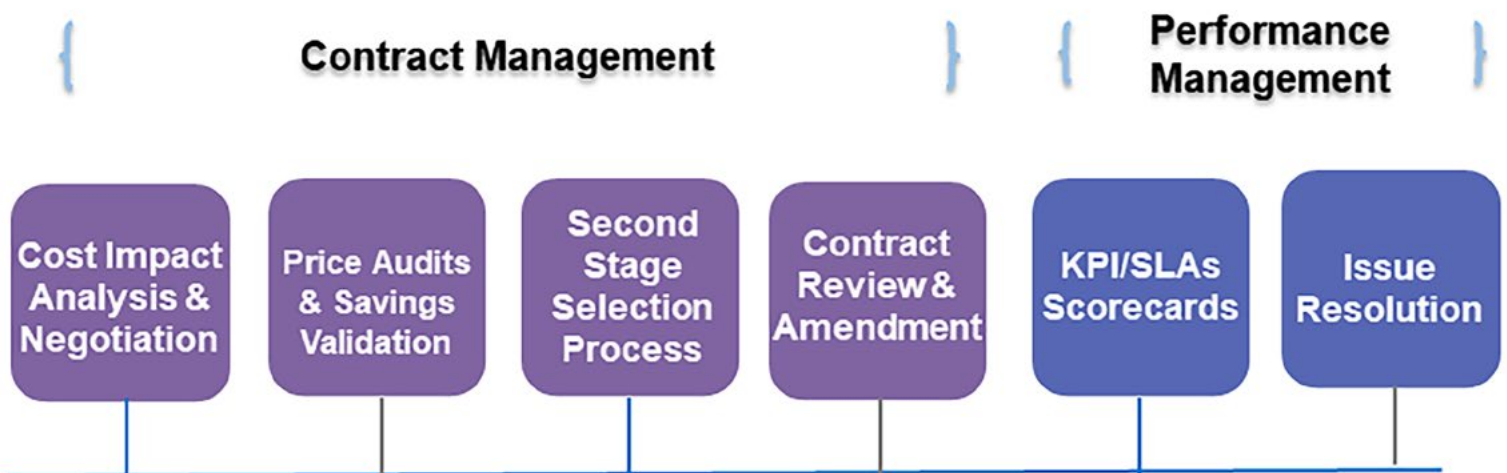
## OECM IN THE PUBLIC SECTOR

"One of the primary factors that differentiates OECM in the public sector is our dedicated team that focuses on managing our contracts and suppliers' performance," says Nagra. "We work to stay one step ahead by having customer-centric processes in place and rolling out initiatives that enhance our offering. And the best part - we provide all of these services to our customers at no additional cost!"

For example, for each agreement, OECM's SRM team ensures that suppliers are in compliance with the agreements terms and conditions by reviewing every Customer Supplier Agreement (CSA) that we receive from our customers.

The team also performs analysis on pricing, look for trends in customers' purchasing patterns, does spot checks to audit what they have paid for, and facilitates quotations and ongoing negotiations - all to ensure that customers always receive the best value at the end of the day.

Figure 3: SRM's Contract and Performance Management



### Building a powerful SRM Program

Through rigorous contract management we proactively manage supplier performance.

"Our SRM team has strong supplier relationships that allow continuous, long-term success," explains Nagra. "We continue to strengthen and proactively manage supplier partner relationships throughout the agreement lifecycle with a focus on expanding and developing effective business growth plans in collaboration with awarded supplier partners, while identifying savings more effectively, resolving issues efficiently, and conveying vital information to customers."

## WHAT IS OECM'S SUPPLIER RECOGNITION MANAGEMENT PROGRAM (SRP)?

This year the team proudly supported and launched OECM's 2021 Supplier Recognition Program (SRP) ([bit.ly/3DOqOv3](https://bit.ly/3DOqOv3)), a first in the public sector.

The SRP evaluates and recognizes supplier partners' performance through a fair, open, and transparent framework.

Through SRP scoring methodology in four key areas, including Supplier Partner Performance, Generated Savings and Value, Technical Strength, and Agreement Performance, OECM classifies supplier partners into one of three categories, Platinum, Gold, and Silver. This helps to drive long-term performance improvements by recognizing and motivating supplier partners to deliver continued savings, value, choice, and ultimately service to our customers.

While OECM looks forward to growing and presenting the 2021 SRP winners in the upcoming year, the SRM team continues to partner with other organizations that will increase products and services, savings, and choice for customers.

For more information about OECM's 2021 Supplier Recognition Program, access the Supplier Recognition Program Guidebook ([bit.ly/3kUG8yu](https://bit.ly/3kUG8yu)).

### **HAVE QUESTIONS? OECM ALSO HAS A DEDICATED CUSTOMER SUPPORT TEAM.**

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