

# Supplier Relationship Management

## Scenario

### ABC Suites (Pty) Ltd

"You must have a supplier relationship of constant improvement" — W. Edwards Deming



#### The Challenge:

At ABC Suites, Candy Wrapper was responsible for managing a growing list of suppliers and service providers. Each one came with its own set of compliance requirements—FICA documents, policy statements, tax clearance, VAT registration, banking details, ISO certifications, and more.

Before Epic's SRM feature, Candy relied on manual tracking and email reminders. With deadlines slipping and documents scattered across folders, audit visits became stressful, and supplier relationships began to strain. The lack of visibility and structure made it difficult to stay compliant, delegate tasks, or respond quickly to requests.

#### How ABC Suites uses epic:

Epic's **Supplier Relationship Management** feature gave ABC Suites the clarity, automation, and control needed to manage suppliers with confidence and ease.



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**Centralised Document Storage:** All supplier documents are now stored in one place—organised by supplier and document type—making retrieval instant and audit prep effortless.



- **Expiry Alerts & Reminders:** Epic automatically tracks expiry dates and sends reminders for renewals, helping Candy stay ahead of compliance deadlines and avoid last-minute scrambles.
- **Outstanding Document Reports:** Candy can generate a live report showing all missing or expired documents across suppliers, then assign tasks to her team to follow up—streamlining coordination and accountability.
- **Staff Group Allocation:** She can create staff groups and allocate responsibility for specific suppliers, easing the workload and ensuring shared ownership of supplier relationships.
- **Supplier Evaluation:** Beyond compliance, Candy can now run structured evaluations at supplier level - adding criteria, rating performance, and capturing comments. Scores give ABC Suites a clear view of supplier quality and reliability alongside documentation status.

The result? Supplier management at ABC Suites is now proactive, structured, and audit-ready. Candy has regained control, strengthened relationships, and turned a former pain point into a strategic asset.

*“From document chaos to compliance clarity—Epic’s SRM feature helped ABC Suites build trust, stay organised, and lead with confidence.”*