

Rubbish in.....Rubbish Out !

Bates Office will not drown you in meaningless reports !



For each new customer we discuss their reporting needs in detail, who needs them; when they need them and on what platform are they required. We then develop a suite of reports to match.

Our basic reporting suite offers.....

- Value of Products Purchased
- Quantity of products purchased
- Variance analysis (Various)
- Cost centre/departmental analysis
- Product Type breakdown
- Deliveries actioned
- Goods returned report
- Contract/Non Contract
- Brand Vs Own Brand



We are able to provide data on a number of formats including HTML, XML, Excel, Access or standard Text delimited, enabling integration into third party products such as SAP, Basware and ProActis.

As already indicated the key to providing good management information is planning and an early action in the implementation critical path is to ensure that new customers have communicated effectively their expectations.

In conjunction with the reporting suite Bates Office offers flexible invoicing solutions, offering our customers to tailor how and when they receive their invoices, as well as offering consolidated or part consolidated options.

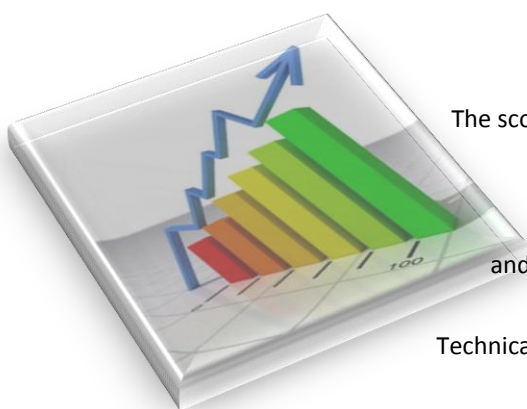
Our management information helps our customers actually target those areas where savings can be made to reduce their overall cost of office supplies.



Review Meetings

Over the course of a contract Bates Office will instigate quarterly review meetings. These will work towards expanding and developing the core list in order to promote the best value for our customers.

Good contract management and regular clear communication between the parties should solve problems as they arise.



Review Meetings

The scope and frequency of meetings to review contract performance may vary, but should include: performance trends, impending contract events or milestones, changes to user demands and proposed actions/responses to current or potential problems.

Technical meetings may need to be conducted when required between representatives of the contract management team to review reports and performance data and discuss system integration.

Annual Review Meetings

Longer-term reviews and audits to determine the extent to which requirements are being met and how to address any emerging or anticipated needs for change. Issues to discuss and consider in these 'whole contract' reviews include the achievement of objectives, output versus budget, user satisfaction level and the extent to which value for money is being achieved.

