



Access a team of procurement professionals to assist in strategy development and implementation of electronic procurement

Choose smartbuy® PARTNER?

Expert professional resources providing business re-engineering, benefits assessments, change management, stakeholder management, vendor co-ordination, learning expertise, training and support for electronic procurement implementation. The services under the smartbuy® PARTNER suite are suitable for organisations of all types and sizes.

smartbuy® PARTNER Benefits

Leverage our professional staff's intimate knowledge of government procurement practices and requirements to implement your electronic procurement initiatives.

Expert Staff

- outsource and supplement your team with professional resources freeing up internal resources to focus on core business. Access:
 - **Strategic Resources** – benefits assessments, change management, stakeholder management, business realignment
 - **Technical Resources** – business re-engineering, vendor co-ordination, shared learning expertise
 - **Business Support** – training, system administration and support resources
- access experienced change management and process redesign skills to assist you in designing your new environment

- access government focused staff, leveraging preparatory electronic implementation knowledge, gained through government and private sector experience in electronic procurement

Standard and Customised Program Assistance

- standard application training programs for smartbuy® TRADE are available from the smartbuy® Training Team using up-to-date training methodologies
- customised application training programs can also be designed to meet specific needs of an organisation

24-hour Service

- the smartbuy® Helpdesk operates 24 hours, seven days a week to offer assistance to users to raise questions, concerns and have problems dealt with quickly and efficiently

smartbuy® PARTNER Services

smartbuy® PARTNER resources are available to assist in strategy development and planning for the implementation of electronic procurement.

Strategic Resources

- Benefits \ Business Assessments – evaluate your current purchasing processes and determine where efficiencies and savings can be realised





- Change Management – techniques to support electronic procurement adoption
- Stakeholder Management – internal and external to your organisation. smartbuy® staff can assist in liaising with external parties, as well as documentation and presentation to internal parties
- Business Realignment – assistance in establishing appropriate infrastructure to support automation

Technical Implementation Resources

- Business Re-engineering – practical process mapping to develop future purchase to pay functions
- Vendor Co-ordination – engagement and management of current vendors
- Shared Learning Expertise – government focused shared knowledge of electronic procurement implementation

Training Programs

- application training and support to all organisation buyers, administrators and suppliers for smartbuy® TRADE, including user manuals
- access an Online Training Service providing step-by-step instruction on using smartbuy® TRADE

- online e-learning workbooks for convenient self-paced training

System Administration Services

- trained smartbuy® staff can manage your organisations Administration, from establishment to personalisation and ongoing management of:
 - organisational profiles
 - customised catalogue views
 - electronic workflows
 - online purchasing
 - delivery management
 - expenditure reporting
 - incident management
 - user support and ongoing communication

smartbuy® Helpdesk

smartbuy® Helpdesk is available via email or by phone and is open 24 hours, 7 days a week to answer user queries.

Email: smartbuy-infocentre@commerce.nsw.gov.au

Phone: 1800 003 985

smartbuy® PARTNER Companion Solutions

smartbuy® offers a full suite of solutions to support your electronic procurement objectives. These include:

smartbuy® CONTENT

Supplier engagement for catalogue data design, publishing, and maintenance.

smartbuy® TRADE

An electronic procurement system, hosted by the NSW Department of Commerce, delivering search, browse and purchasing catalogues, workflow management through to purchase order and invoice exchange.

smartbuy® CONNECT

A single connection point for buyers and suppliers to exchange electronic procurement documents.

Selecting one or more of these solutions can provide you with access to:

smartbuy® REPORT

A range of procurement reports to support and assist with procurement planning
