

The Suppliers' Perspective What are suppliers saying?



"The way we work with suppliers has to change."

Dr Elouise Epstein

500+

We asked over 500 suppliers for their views on what it's really like to serve their most important enterprise customer (\$1+ billion revenue)

Here's what they told us...

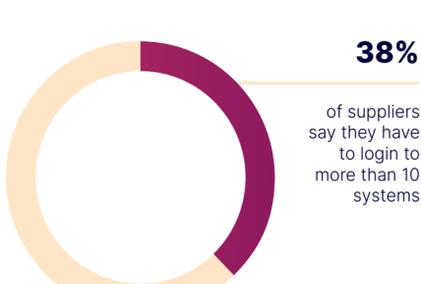
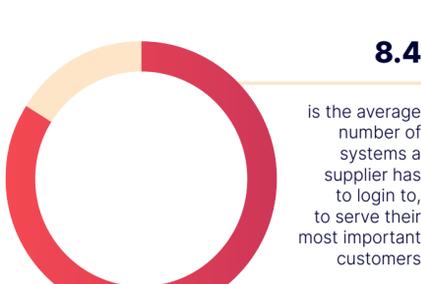
61%

Suppliers are not being set up for success

of suppliers say, "We find it challenging to do our best work for this customer."

The technology landscape is difficult to navigate...

Thinking about all aspects of the business relationship, how many different systems, tools or communication methods does your customer expect or require you to use or login to?



...and suppliers face high burdens in serving customers

60%

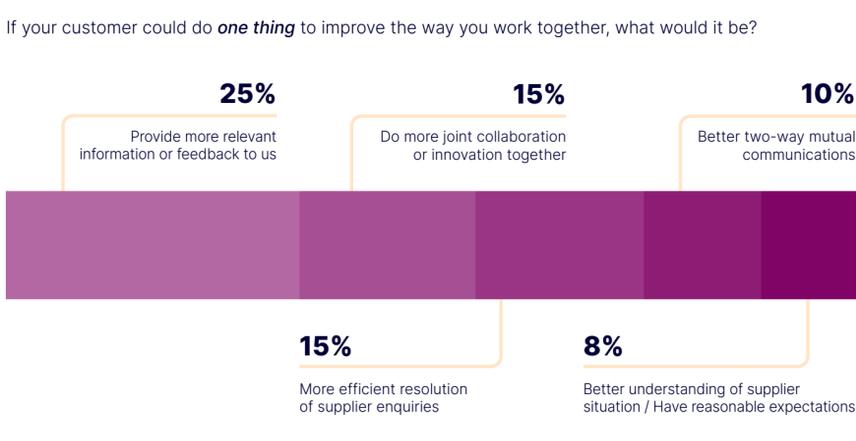
47%

of suppliers in the survey stated they spend too much time on administrative tasks for their most important customers

of suppliers say they find it difficult to resolve queries with their most important customers

Better communication of information would most improve relationships

If your customer could do **one thing** to improve the way you work together, what would it be?



68%

of suppliers agree that their most important customer is a 'customer-of-choice'

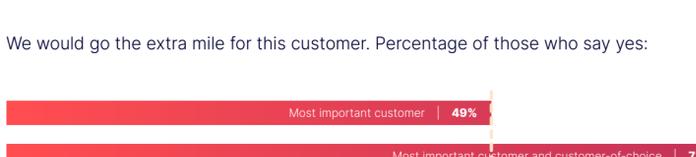


Customer-of-choice means order prioritization and greater commitment

We are likely to prioritize this customer's orders if we are low on stock or output. Percentage of those who say yes:



We would go the extra mile for this customer. Percentage of those who say yes:



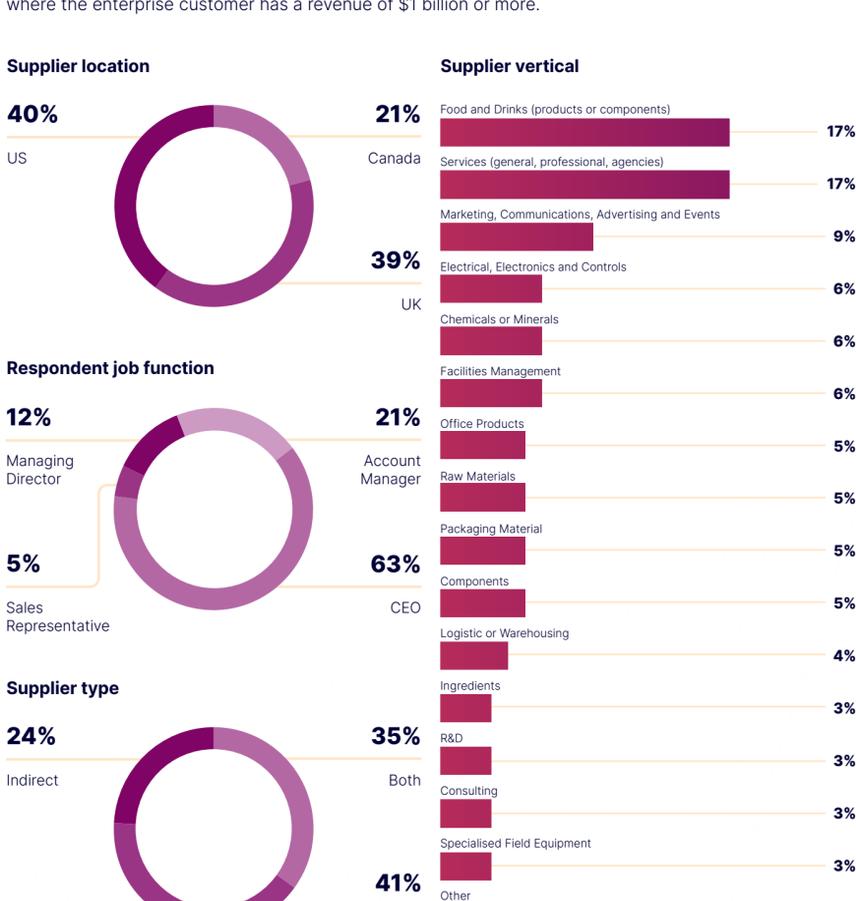
"It is important to look at suppliers as a partner rather than a resource and work with them in collaboration to set them up for success."

Costas Xyloyiannis, CEO, HICX

DOWNLOAD THE FULL REPORT:
THE VOICE OF THE SUPPLIER SURVEY

Demographics

This survey comprises the results from 528 respondents, representing suppliers to enterprise customers, where the enterprise customer has a revenue of \$1 billion or more.



HICX helps Global 5000 companies to organize and manage their supplier data.

The HICX Supplier Experience Management platform enables businesses with thousands of suppliers to efficiently on-board and manage the end-to-end lifecycle of all suppliers, and to find, re-use and maintain supplier data and information across any spreadsheet, app or system. High quality supplier data is essential to digital transformation and the key to becoming customer of choice for all suppliers. Some of the world's largest companies, in a wide range of industries, trust HICX for the management of their supplier data; these include BAE Systems, Mondelez, Baker Hughes and EDF Energy.

