

Service Connect Materials Suppliers

In order to drive efficiencies and deliver value for money to our customers, Valleys To Coast Group will look to automate and integrate processes with materials suppliers using our Repair and Maintenance platform, Service Connect.

However, we recognise that there are some exceptions where the effort to integrate outweighs the volume of transactions. Integration will be evaluated on a contract by contract basis.

What is Service Connect?

Service Connect is a cloud based Software as a Service (SaaS) repairs management system. The system provides real-time job status and transaction information at every stage.

Connect Integration

Connect provides merchant integration with a comprehensive materials management process encompassing the entire purchasing lifecycle. Connect streamlines operations, from order creation to goods receipt and allows precise monitoring of materials and components. Financial management, component purchasing and invoicing will also be controlled via Connect.

The key steps are as follows.

1. Purchase Order - Connect sends out a PO to Supplier each time an operative issues materials to an order/job.
2. Goods Received Note - Automated processing of GRNs when materials are delivered to operative / site
3. Invoices - Automatic processing of invoices and reconciliation with POs
4. Reverse Purchase Order - Provided when the order originates in Supplier system, e.g. operative at counter for a Direct Purchase
5. Validation - Automated provision of Jobs and Operative lists for the controlled collection of materials by operatives

Benefits for the Materials Supplier

The real-time material ordering system is advantageous for both Valleys To Coast Group and the material supplier. It facilitates integration between the two parties, ensuring that every Valleys To Coast trade colleague has quick and efficient access to the necessary materials to complete repair jobs for customers.

Additionally, the integration allows Valleys To Coast Group to capture financial information, expediting the processing and payment of invoices. Purchase Orders will be processed and invoices reconciled automatically facilitating prompt payment.

This streamlined process enhances operational efficiency for all parties and strengthens the collaboration between Valleys To Coast and its material supplier.

Setup and cost

To minimise expense and complexity, Valleys To Coast adopts industry standards whenever possible. Connect offers integration capabilities with some materials suppliers right out of the box. However, even standardised integrations necessitate thorough testing.

As a result, we propose a scoping session with Connect's provider (Total Mobile) to ensure that all parties involved can deliver an integration that provides business value throughout the contract's duration. The integration's cost can vary depending on the supplier's pre-existing integrations with Connect and software development capabilities, so the strategy will be finalised before the contract begins.

Tender Document - Basic IT Security Requirements

Security Requirements / Protocols:

It is essential for all our third party contractors to have sufficient controls in place for data and information security in order to protect both our customer and our business data.

Mandatory Security Specifications for Contractors

The following Technology and Information minimum requirements are to be met by the contractor:

1. **Cyber Essentials** A valid and current Cyber Essentials accreditation. If you do not have this, you will be asked to provide evidence of technical controls you have in place to secure your technology.
2. **Data Protection** An information security policy, or similar, that demonstrates compliance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). You will also be required to sign a data sharing agreement.
3. **Business Continuity** A business continuity policy, or similar, that ensures regular and appropriate data backup and a robust plan for disaster recovery is in place.