

# SMART Platform



## Supply Management and Response Technology (SMART)

SMART continuously connects key stakeholders in health & aged care supply chains, enabling rapid response to emergencies like COVID - 19 and efficient procurement management in normal times.

# Background

**COVID-19 has highlighted a serious failure in supply chain management during an emergency.**

The critical shortage of PPE products could have been largely averted by using technology to efficiently connect the three parties to the health & aged care supply chain, Government, service providers and suppliers.

## Response to COVID - 19 hasn't resolved the core problem

---


Response to COVID-19 has been to create PPE supplier directories to try to match supply & demand, this is a short term partial solution at best.

---

**What's needed is a permanent solution to the procurement issues facing health & aged care providers, that is, a single place where they can:**

- ✦ Quickly search & connect with new suppliers in any category not just PPE
- ✦ Ensure that suppliers & products comply with regulated standards
- ✦ Access stock status with any supplier to determine availability
- ✦ Join with other providers to access rapid tenders & aggregated buying events to achieve volume discounts
- ✦ Manage supplier contracts
- ✦ Collaborate, communicate & share secure messages & documents with suppliers and internal staff.
- ✦ Rapidly disseminate updates, advice & product data to a mass aged care & health provider community

**All the above are critically important to ensure continuous supply during both emergencies and normal times, supplier directories don't solve these issues.**



# SMART Platform User Benefits

## Health Authorities



- ⌘ Quickly implement & manage emergency response tactics, matching supply of critical products and services with urgent demand.
- ⌘ Have transparency on the status of supply across Australia
- ⌘ Connect with major manufacturers & suppliers to quickly direct supply where necessary
- ⌘ Have transparency across compliance with quality standards & certification
- ⌘ Quickly distribute key advice and updates on the emergency status

---

## Service Providers



- ⌘ Quickly access new suppliers and products during emergencies.
- ⌘ Ensure they access complying products & suppliers
- ⌘ Small operators can participate in rapidly deployed bulk buying events to achieve better prices, and access suppliers with minimum supply volumes

---

## Suppliers



- ⌘ Can rapidly connect with highly disparate markets
  - ⌘ Can confidently pivot production to address a short term emergency demands knowing that they can access customers & accurately manage production volumes.
  - ⌘ Can distribute product updates to selected user groups
-





# SMART Platform Features



## SRM & Product Directory

- ◆ Provides a secure database for an unlimited number of users to register contact & organisation details. Features include: product search, compliance checks, secure messaging, upload & share documents with all Users.
- ◆ Integrates with all other SMART features



## Compliance

- ◆ Supplier compliance is managed automatically as suppliers upload insurances, certificates, WHS declarations, Police checks using any specified standards and benchmarks.
- ◆ Products can be measured & compared against recognised certification & testing standards for all users to access.



## Catalogue

- ◆ Enables the most complex product specifications to be uploaded including asset maintenance & consumables required to operate health equipment.
- ◆ Enables search, compare & PO processing, approval management and supplier engagement all within a single system.



## Sourcing

- ◆ Enables complex tenders and online auctions to be rapidly launched and evaluated in a fraction of the time normally required.
- ◆ Tradeboard enables suppliers to launch offers in real time.



## Collaboration

- ◆ Enables online management of contracts, KPIs & workflow at a project or site level.
- ◆ Product Forums enable the dissemination of key advice and data to update the relevant market, as well as instantly launch product updates.



# PPE Stockpile Project

4Links is using its SMART platform to build a PPE stockpile facility to provide continuous assured & exclusive supply of PPE for participating Aged Care & Health service providers. Stockholding funding costs will be paid by suppliers and factored into product prices.

**Key to this project is the management of critical sourcing risks and ensuring continuous, assured supply, the project uses the following principles:**

Risks	Mitigation
Dependency on single source eg. China	Select a diverse supplier panel including imported & local manufacturers & distributors.
Manage products with zero supply risk tolerance eg masks, face visas, gowns.	<b>Supplier panel reflects 4 key features:</b> <ul style="list-style-type: none"><li>⌘ Lowest price import - China</li><li>⌘ Lowest price import non China</li><li>⌘ Local manufacture ( Aust / NZ)</li><li>⌘ Hold materials stock for local manufacture</li></ul>
Ensure consistent, assured supply	Contract suppliers to hold predetermined stockpile reserves based on projected demand from participants
Response to emergencies	Include a surge management contingency

# How will the PPE Stockpile Project work?



## Supplier Mapping & compliance

- ✦ Suppliers will include global, local & distributors
- ✦ Suppliers & products are mapped against UNSPC standards
- ✦ Technical specifications recorded and mapped against agreed standards
- ✦ Supplier production capacity & plant locations data uploaded
- ✦ Supplier compliance check completed
- ✦ SRM in place for product directory, messaging, forums, file share



## Central Hub & Bank Account

- ✦ 4Links acts as the central processing hub, processing monthly Buyer orders through its system and matching these against a proportionate mix of suppliers to manage risk.
- ✦ To provide the simplest Buyer experience, 4Links will calculate a single price for each product using proportional allocation to the panel, ie orders will be % allocated to each supplier based on risk tolerance benchmarks, and a proportionate price derived. This will be reset as suppliers are moved in and out of the panel.
- ✦ Order Process:
  - ✦ Buyers will lodge recurring monthly orders via a screen in the SMART Platform
  - ✦ Buyers are committed to a 2 year contract, with 4 month recurring forward orders without variation.
  - ✦ Orders based on:
    - ✦ product mix
    - ✦ volume per product
    - ✦ site shipment allocation
  - ✦ 4Links allocates orders to the suppliers
  - ✦ Suppliers ship products and enter details of shipment and site drops in Supplier Screen in 4Links system
  - ✦ Buyers receipt shipment and authorise payment in Buyer Screen.
  - ✦ Queries, forums, messaging, document files are included within the structure.
- ✦ Prices will include a 2% platform management fee payable to 4Links.
- ✦ Buyers will commit to a minimum monthly order to ensure suppliers have certainty of orders to enable them to fund stockpile holding costs.
- ✦ 4Links will invoice Buyers on 14 day payment terms, monthly in advance
- ✦ Suppliers will be paid on 30 day terms.
- ✦ 4Links will operate the Hub Bank account
- ✦ Platform Fees will be deducted from each supplier payment.
- ✦ The Stockpile Project will be subject to annual independent audit payable by 4Links.



# The Way Forward

**If you implement an operating system that connects the key stakeholders efficiently during normal times, then you are better prepared to react to emergencies.**

Government authorities can lead the solution to better outcomes when markets are stressed. Emergencies often cause ad hoc decisions with poor oversight that can cause high risk exposure to the public and workers in affected sectors.

Emergency risks can be managed more effectively where we have better knowledge and data on how to best react to limit the impact of adverse events.



## Our Aged Care solution is working during COVID-19

4Links recently implemented a SMART- like platform in conjunction with ACSA the leading aged care association. The platform was established in late 2019, just prior to COVID - 19 to better connect aged care providers with suppliers and manage their procurement process. The results have been very encouraging, with hundreds of aged care suppliers and providers connecting via ACSAProcurement.com.au to enable us to rapidly match supply with demand.

The early success of ACSAProcurement has highlighted that the 4Links platform is a broad based flexible solution that can be applied to any sector and event.

## Summary

There is a compelling case for State & Commonwealth authorities to implement SMART as a permanent solution to the serious & critical supply problems arising during emergencies such as COVID - 19. 4Links is ready to work with Government authorities to implement this solution.

## Contact us Today



Bruce Tustin



[btustin@4links.com.au](mailto:btustin@4links.com.au)



0410 610011

# SMART Platform