

Social Care Module 4

Supplier Relationship Management

| Overview |

adam facilitates the commissioning of social care services through a cloud-based technology platform and managed service.

The *adam* social care commissioning solution puts the individual at the heart of the process. We find the best possible provider for each individual whilst giving councils complete control over the end to end system, always putting the individual first.



| Product Definition |

adam's SRM Tool is an **innovative** provider and market management solution, built for local authority staff.

Customers can now efficiently manage large and complex provider markets and **maintain high service standards** via a cutting-edge technology solution. Once it is in place, staff are supported in their communication with, and management of, all local care providers.

You can manage all provider **communication and management activity in one place**, making working across teams and large provider markets much simpler.

Council staff build relationships quickly and easily in a **collaborative environment** – whilst automatically capturing provider performance information. Various interactive **reporting tools** tell you exactly what is happening, when you need to know.

The latest functionality can change how you interact with and develop relationships with your providers. You can interact with providers online using a variety of management tools including **two-way communication** technology. This allows automatic capture of required information and monthly quality returns, saving time for providers and council staff.



How will this help **you**?

'With many providers it is difficult to keep track and ensure they are all effectively communicated to. Communication is largely one way creating a barrier in the smooth running of the process, and there is a very varied quality of service across our provider base.'

'We now have the ability to communicate with the entire provider base from a single platform, and a two way communication channel makes this easy and effective. We have access to key metrics such as Provider Quality Score, so can ensure high quality services across our whole provider base.'

Don't just take our word for it...

Stats

- Over 4500 e-forms were completed by providers in the last 12 months
- Over 800 documents have been uploaded in the last 12 months

Key Benefits

- Interact and communicate with your entire provider base from a single platform
- Two way tool and communication channel
- Full audit trail and complete transparency
- Local authority have full control on the provider market