

# Global Service Providers (GSP)

SELECT THE OPTIMAL SOLUTION AND PARTNER FOR YOUR PROJECT

## ARC STAR SERVICE FOR SUPPLIER EVALUATION AND SELECTION

You are undertaking one of the most important decisions to impact your business, choosing a critical technology solution and partner to operate your plant for years to come.

- Are you ready for the task?
- Do you need guidance or support with the project?
- Do you have a proven process that will lead to success?

If you are unsure about any of these questions, then you need the assistance ARC Advisory Group has to offer.

ARC is the industry leading provider of technology research and supplier information for operations management, supply chain, maintenance, engineering and project management. Our products and services integrate hands on experience with global market research to deliver the intelligence you need.

ARC developed the STAR Service through years of experience in helping companies select technology solutions. STAR guides you through project definition, team identification, criteria development, criteria prioritization, supplier short-listing, supplier polling, supplier results analysis, and supplier positioning. STAR also provides you with the right selection criteria and the information you need to identify the market leading suppliers.

All too often, supplier selection is contentious, lacks key information, and is prone to delays. The ARC STAR Service leverages the Analytic Hierarchy Process (AHP) for criteria weighting and supplier rating, and enables your team to reach consensus without conflict. The ARC STAR Service is thorough, structured, and fair, producing results based on facts and sound logic.

For more information, please visit us at [www.arcweb.com/services/supplier-selection/](http://www.arcweb.com/services/supplier-selection/)

## GSP STRATEGIC ISSUES

ARC has been researching the GSP market and we know the issues for manufacturing and industrial organizations:

- Match services capabilities to your particular needs
- Expertise for your key value streams to support business process optimization
- Coverage spanning corporate IT, manufacturing IT, and controls engineering
- Industry expertise and knowledge of current dynamics
- Breath of skills for your technologies, applications, integration, and more
- Assessment of depth of expertise
- Resource availability across geographies
- Design and architecture support
- IT management capabilities
- Supporting transformational change
- Supplier long term viability
- Separate leaders from followers

## ARC STAR SERVICE KEY FEATURES AND BENEFITS

### ARC STAR SERVICE OVERVIEW

On-line Web Hosted Solution  
Microsoft Excel-based  
Easy to Use, Fact-based Process

### ARC STAR SERVICE FEATURES

Project and Team Definition  
Criteria Selection  
Criteria Weighting  
AHP Criteria Analysis  
Market Analysis  
Supplier Profiling  
Supplier Short-Listing  
RFI Development  
RFI Response Management  
Supplier Response Evaluation  
Kepner-Tregoe (KT) Analysis  
Track process and results  
Complete Process Documentation

### ARC STAR SERVICE BENEFITS

Standardized Business Process  
Comprehensive Selection Criteria  
A Proven, Results Oriented Toolset  
Shorter Project Cycle Time

### ARC STAR SERVICE OPTIONS

ARC MIRA for Market Research  
ARC Analysts for Process Facilitation

Criteria or Vision?	% Weights	Factors/Weights	Supplier Ratings	Supplier Normalized Scores
<b>1.0 SUPPLIER BUSINESS SCOPE</b>				
1.10 General	100%			
1.11 Established DCS supplier (Share/ARC Provided	20%	12.5		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
1.12 Established DCS supplier in Vertical (Share/AR	20%	12.5		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
1.13 Established DCS supplier in Region (ARC Provi	20%	12.5		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
1.14 Established sole base automation supplier	20%	12.5		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
1.15 Good Business Partner	20%	12.5		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
<b>1.2.0 Commercial</b>				
1.2.1 Field Proven	17%	9.4		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
1.2.2 Supplier Prequalified	17%	9.4		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
1.2.3 No Unreleased products	17%	9.4		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
1.2.4 Consequential Damages	17%	9.4		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
1.2.5 Single Source Variance	17%	9.4		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
1.2.6 Corporate Purchase Agreement	17%	9.4		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
<b>2.0 SERVICES CAPABILITY and QUALITY</b>				
<b>2.1.0 Project Services</b>				
2.1.1 Project Management	16%	8.3		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.1.2 Project Implementation	16%	8.3		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.1.3 Control Code Design	16%	8.3		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.1.4 Graphics Design	16%	8.3		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.1.5 Installation	16%	8.3		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.1.6 Check-out	16%	8.3		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.1.7 Commissioning	16%	8.3		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
<b>2.2.0 Lifecycle Services</b>				
2.2.1 Training	10%	5.1		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
2.2.2 Maintenance	10%	5.1		0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00
<b>3.0 STANDARD HARDWARE &amp; SOFTWARE CAPABILITY</b>				
	10%			

