

Possibilities Unlimited

TradeEdge Social Services Procurement (SSP)

Transform social services procurement through AI-powered agility and insights that deliver streamlined processes, smart collaboration, and powerful data analysis for better social outcomes.



Maximize outcomes through efficient social services procurement processes and integrated systems

Social and health services procurement or commissioning is focused on delivering the best possible social outcomes for the citizens that need these critical services. Commissioning or procurement of social and health services includes contracts made between government entities and service providers. These contracts measure the services provided in addition to assessing the impact on social outcomes. This allows the government entity to monitor the effectiveness of their social investments and make targeted investments based on the progress.

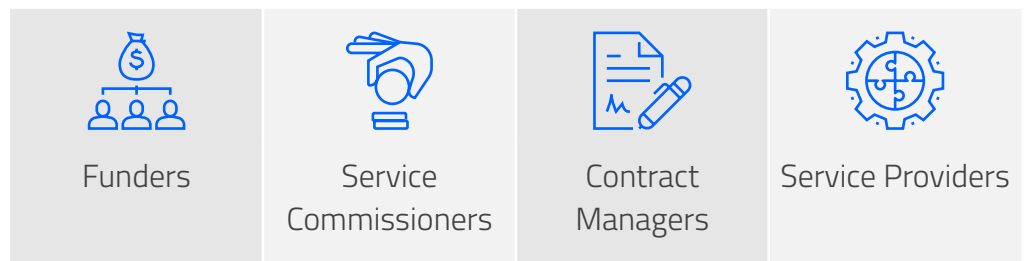
Social services procurement teams struggle with managing the contract management business processes spread across various services, providers and departments. This often requires manual and redundant efforts. Additionally, they struggle with managing disparate systems across multiple departments that are not integrated, causing data security and integrity issues. These disparate processes and systems result in:

- 01 Limited visibility of investment and services performance
- 02 Issues in regulatory and audit compliance
- 03 Suboptimal contract outcomes that do not meet the requirements
- 04 Errors in payment processing for service providers
- 05 Delays in contract processing
- 06 Low service provider productivity

TradeEdge SSP overview

Government and public sector procurement teams use TradeEdge SSP to manage complex social services procurement while complying with changing policies and regulations. TradeEdge SSP provides an AI-driven Contract Performance Management and Payments platform that can replace disparate systems and processes. This platform provides a seamless view and actionable insights into service provider performance and social outcomes.

TradeEdge SSP comes pre-integrated with a Source-to-Contract platform and can be integrated with other transaction systems such as Service/Case Management and Finance Systems to allow all stakeholders to collaborate and communicate seamlessly:



The TradeEdge SSP advantage

- **Tailored to Purpose:** addresses complex social/health procurement & contract requirements
- **Scalability & Flexibility:** easily meets changing policy needs and future scale
- **Seamless Visibility:** all stakeholders get a clear view of investment performance and outcomes
- **Faster Rol:** future-proof AI & automation-enabled technology platforms that drive early benefits realization
- **Improved outcomes** – monitor and manage outcomes for citizens in need
- **Actionable Insights** – provide government executives with the right insights to measure performance
- **Efficiency & Effectiveness** - continuously improve investment and service performance based on outcomes and insights

Key capabilities



Investment reporting framework:

- Identify and define performance measures for monitoring
- Select the appropriate performance measures for services



Payment management:

- Manage different kinds of regular online and offline payments
- Manage split payments, exceptions and recommended payments



Performance-based acquittal and monitoring:

- Periodic submission of achieved targets
- Data entry through Excel or Webforms
- Link service performance with the scheduled payments



Contract management through hub:

- Auto acquittal scheduling
- Auto payment scheduling
- Due date reminders



Annual adjustment:

- Payment updates through indexation (% Basis)
- Guidance as well as the flexibility to select service performance measures



Subscription module:

- Subscriptions against a notified agreement

Case study

A Government department in Australia spends over AU \$1Bn annually to deliver vital social services to citizens across all regions of the state.

The Department of Children, Youth Justice, and Multicultural Affairs (The Department), acting on behalf of the State government, works with over 600+ NGOs to deliver social services. It embarked on a “Social Investment Program,” which aims to ensure that public money is invested in the right places, for the right people, and in the right way, ultimately improving social outcomes for those who needed. However, their ability to offer higher-quality social services and achieve outcomes was hindered by challenges like inconsistent business processes across service types and regions, poor visibility into the performance of social services investments, and compliance concerns.

To address these challenges and support the transition from traditional output-based funding to outcomes-based commissioning, the Department partnered with Infosys EdgeVerve to configure and implement a new social services platform – Procure to Invest (P2i).

Benefits Delivered:



Greater uniformity from standardized and more visible business processes across departments, service types, and service providers



Enhanced compliance and reduced potential risk of making incorrect or fraudulent payments



Improved transaction probity, resulting in robust procurement processes which are resilient to scrutiny



Insights-driven social investment decision-making through greater visibility, consistent reporting, and process standardization





Want to streamline your social/health services contracts?
Get in touch with us at contact@edgeverve.com

About TradeEdge

TradeEdge is a cloud-based SaaS platform that delivers channel visibility, driving demand planning and short-term replenishment to brand manufacturers across the globe. In the aftermath of the pandemic, TradeEdge has transformed itself into a peer-to-peer networking platform extending its relevance to the supply side. With the explosion of e-commerce and new product introduction, demand signals have become even more fragmented. Supply disruptions and meet increasing consumer expectations have called for innovative ways to orchestrate orders and fulfill demand. TradeEdge is playing a key role in driving this transformation for the top 20 global brands connecting them with more than 6000 distributors and 1000 retail partners across 130 countries.

EdgeVerve. Possibilities Unlimited.

www.edgeverve.com/tradeedge



About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, assisting clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency and amplify human potential. Our platforms portfolio across Automation (AssistEdge), Document AI (XtractEdge), and Supply Chain (TradeEdge) helps inspire global enterprises to discover & automate processes, digitize & structure unstructured data and unlock the power of the network by integrating value chain partners. EdgeVerve, with a deep-rooted entrepreneurial culture, our innovations are helping global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities, and more. Visit www.edgeverve.com to know more.

EdgeVerve. Possibilities Unlimited.