

#### OPPORTUNITY IN SIGHT

### Uncover the Risks and Rewards of Third-Party Relationships Recover Costs, Maximize Benefits & Mitigate Risks





## Business Disruption is Inevitable and Happening at an Accelerated Pace

Mechanization

Mass Production

1900s

Automation

2000s

Digitization



## Requiring a Recalibration of Vision to Uncover New Opportunities



Re-imagining People Strategy Empowering Operations Navigating Disruption

Digital Transformation





AREA OF FOCUS

### Today, We're Covering Empowering Operations



### QUICK TIPS Zoom Webinars

#### Ask Questions in Q&A Box

- Click the Q&A button to open the window
- Type your response in the text field
- Click Send

#### Chat

- Click the Chat button to open the chat panel
- Type your message in the Text box at the bottom of the panel
- Press Enter to send your message

#### **Raise Your Hand**

- Click the Raise Hand button at any time to indicate to the host know that you have a question or need assistance
- To lower your hand, click the Lower Hand button





# Adjust Audio Speakers

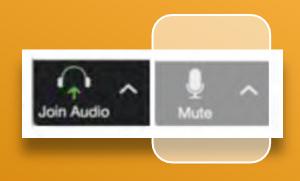
#### Mute | Unmute

In the meeting controls, click the arrow next to Mute | Unmute in lower left corner

#### **Audio Options**

- Click Audio Options this will open your audio settings
- Click Test Speaker to play a test tone
- If you cannot hear it, select a different speaker from the menu
- Try adjusting the Volume

Speaker	Test Speaker	Headset Earphone (Sennheiser SC70 US	•
	Output Level:		
	Volume:	۰	- •••)





# Requirements for CPE



#### RESPOND Actively Respond to all Polling Questions



STAY ON Stay on for the duration of the broadcast

Log in as an individual

#### FOR QUESTIONS

If you have technical difficulties responding to the polls, please send an email to:

- <u>Elevate@armaninoLLP.com</u>
- Please include the name/date of your session along with your poll response



#### WELCO ME

### Today's Presenters



**Amber O'Malley** 

Director Armanino Advisory LLC



Kevin Guy

Managing Director Armanino Advisory LLC



Chris Spartz

Senior Manager Armanino Advisory LLC



**Sierra Medley** 

Supervising Senior Armanino Advisory LLC



# Learning Objectives

Identify cost recovery opportunities related to third-party relationships Discuss non-financial risks, including relationship quality, third-party performance, data privacy and protection, and ESG Understand the benefits of setting up a contract compliance program



#### Exploring New Areas

## Agenda

- Financial Risks
  - Contract Complexity
  - Human Error
  - Vendor Self-Reporting
- Non-Financial Risks
  - Regulatory
  - Reputation
  - Data Privacy and Protection
  - Other: Relationship Quality; ESG
- Benefits of a Contact Compliance Program
- Q & A

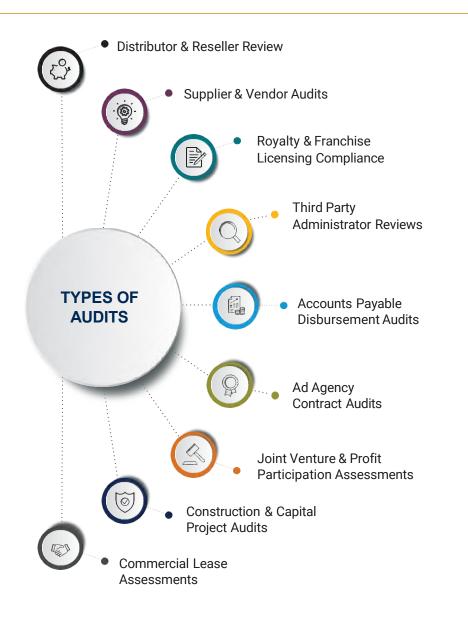


#### CONTRACT COMPLIANCE & COST RECOVERY PROGRAMS

Most businesses fail to realize the full value of their third-party relationships, resulting in substantial lost revenue or contract value leakage. Third-party contract audits help you maximize financial benefits while mitigating non-financial risks associated with critical business partners.

#### BENEFITS OF CONTRACT COMPLIANCE PROGRAMS

- Recovery of third-party overbillings
- Enhanced customer-3<sup>rd</sup> party business relationship and billing transparency
- Identification of process improvement opportunities and contract enhancements
- Historically strong engagement ROI (avg 7:1)





#### IN IT I AT IO N

A contract compliance program can be a complex project involving stakeholders from across the business. They will have competing interests and concerns and any program must be structured to answer the following questions and queries...

What is the purpose of the program?	Who is sponsoring the program?	Is this a 'nice to have' or mandated?	Why me?
Where should we start?	Where are the results?	How are the reviews going?	How do we expand the program?
An annual plan?	Global expansion?	How do capture the value?	How do we prevent future losses?

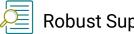
Our experience shows that these pitfalls and concerns are managed by implementing the following structures:



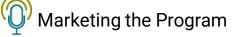




Local Delivery Action Tracking



Robust Supplier Selection



**Recurring Themes** 





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# Thank you for attending

### Additional Questions?

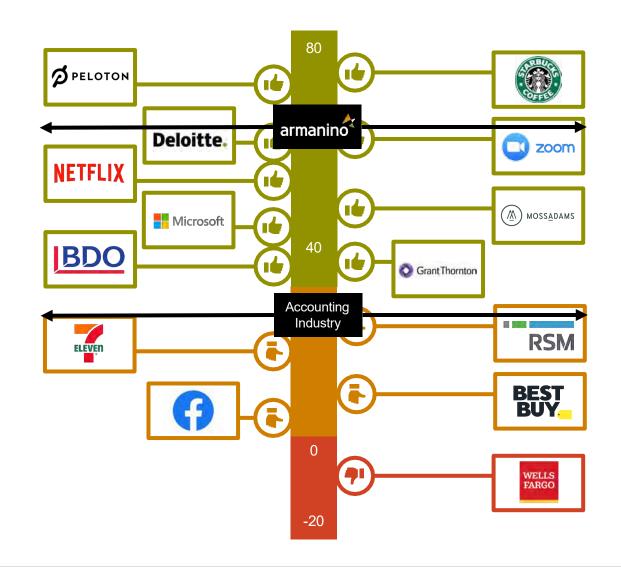
Reach out to us at <u>Experts@armanino.com</u>



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A Net Promoter® Score (NPS) is used by more than two-thirds of Fortune 1000 companies. **Armanino's NPS (68) is almost two times higher** than the accounting industry average (38), and it places the firm scores closest to household name brands such as Starbucks, Peloton and Zoom.







# Armanino offers **clarity** in a disruptive, ever-evolving world

Equipping you with the insights and tools needed to succeed today, and in the future



COMPLIANCE & REGULATORY

- Tax Planning
- Trust & Estate
- SOX
- Contract



ASSURANCE & ADVISORY

- Cybersecurity
- SOC
- Restructuring
- Revenue Recognition



STRATEGY & PLANNING

- Corporate Strategy
- Strategic Advisory
- Benchmarking
- Business Transformation



STAFFING & DEVELOPMENT

- Payroll
- Health Benefits
- Executive Search
- Interim Placement



TECHNOLOGY SYSTEMS

- ERP
- CRM
- Business Intelligence
- Managed Services



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ACCOUNTING & BACKOFFICE

- Bookkeeping
- Budgeting/Forecasting
- Account Receivable
- Accounts Payable



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