

# 12 Ways Corrigo Can Help You Optimize Vendor Performance

It's not easy to manage a portfolio of vendor relationships. And the performance of many facilities teams is based on the work of those vendor partners.

Every Facilities Manager and Service Pro has horror stories of relationships that blew up. Sometimes the Service Pro signed up for more than they could deliver; sometimes the original service request was vague or instructions got convoluted along the way.

It can be hard to know who to trust. It can be even harder to drive effective two-way communication about every work order, clarify expectations and teach all the specifics your partners must know to work successfully with you.

Wouldn't it be great to have a single place to build and manage your vendor community? We think so too. And that's why we're here to help. Read on for 12 ways that Corrigo can help make your client-vendor relationships shine.

## 1 Easily Triage Your Tasks

With Corrigo, you get all the insight you need from the original service request to put the right person on the job. Is that commercial range covered by warranty? Let the manufacturer know. Leaky roof in one of your leased buildings? Sounds like a problem for the landlord.

## 2 Easily Identify Key Assets

Load up your assets in Corrigo, and every work order gets smarter instantly. Better info on the work order helps everyone who touches that asset for the rest of its life.

## 3 Locate Those Key Assets

One of the problems with bringing in outside help is that they lack insider knowledge. With asset tags, your vendors won't need to parse out complex instructions. Help your Service Pro quickly find refrigerant cylinder 1A62013 without rummaging through every storage closet. If there is no individual asset tag, consider adding barcodes in a uniform place throughout your facility. A simple scan of the light switch can let a vendor know exactly where they need to go.

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### Help Your Staff Troubleshoot

For common and simple facilities-related problems, include videos, pictures and instructions to help your own employees solve the problem. Need to reboot the POS terminal? Corrigo can explain how—while making sure no one calls a vendor to do it.

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### Interface with Your Vendors

Easily exchange photos, status updates, invoice data and more with your vendor's system of record—all handled through Corrigo.

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### Keep the Manual Handy

Document hosting keeps important equipment information available for quick fixes. And you can upload and download the documentation anytime, anywhere.

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### Clarify Your Specs and Requirements

Use Procedures in Corrigo to specify a standard workflow for every job that needs it. Data entry during the Procedure helps you verify that it is followed correctly every time.

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### Practice Prevention While You React

Add a Procedure to check for costly leaks, water damage or other small problems before they spiral into costly emergencies. Build out your SLAs, NTE and other business requirements in Corrigo. If it's automated, it's consistently delivered.

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### Be Responsive, Get Responses

Respond to new proposals, questions and NTE increase requests from your Pros on the go. Set up alerts and dashboards to stay in the know.

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### Simplify Invoicing

Electronic invoicing cuts down on calls and confusion. Payment status is always up to date and accessible in Corrigo. That means you can cut manual processing on both ends of the invoicing process: Pros can bill directly from their accounting software, and you can pay directly from yours. It's an easy win for everyone.

### 11 Automate Invoicing Management

Automatically route invoices through everyone who needs to give approval. You can also automatically pay invoices that meet certain criteria. Below NTE? Check. Actually onsite? Check. Warranty not applicable? Check, check, check.

### 12 Rate Your Vendors

Good vendors want good scores. If you aren't getting 5-star work, let the vendor know and work with them to solve the problem. This sets you and your vendors on the road to sustainable success.

If a vendor isn't correctly rated, it's worth fixing. Your vendors need to know where they really stand, and accurate ratings keep you closer to the real story. We've all seen 1-star reviews commending excellent service. Have it updated—or contact Corrigo and we'll update it for you.

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We all strive to find tech-savvy Service Pros who can solve all of our problems. With Corrigo, you're one step closer to finding them. And whether you're looking for a national provider or a locksmith at your one rural location just outside of mobile range, Corrigo helps them make you successful.

Manage the full project in Corrigo and rest assured that you've set yourself and your vendors up for success.

Want to see it in action?

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