



# Make Supplier Management Easier with a Supplier Portal

## Solving Key Supplier Experience Challenges with Liferay

1	Manual processes result in inefficiencies, complex order management, and slow onboarding.	▶	Use AI and digital process models to automate supplier functions, streamline order workflows, and personalize onboarding.
2	Resources are spread across silos and multiple disconnected systems.	▶	Curate content from a central location so suppliers find what they need quickly.
3	Your customer service teams are overwhelmed with email and phone communication that drives up costs	▶	Prioritize self-service and use in-portal communication for faster collaboration and issue resolution.
4	It's difficult to measure and monitor supplier performance	▶	Define SLAs, provide workflow metrics, and integrate with back-end systems for insights.

## AI-Fueled Intelligence

- Guide suppliers with AI-driven chat that suggests next steps and resolves routine questions.
- Screen supplier data and tag documents automatically for instant compliance checks and organized filing.
- Forecast delays or demand spikes and flag performance anomalies before they escalate.

# Capabilities That Power a Great Supplier Portal

## Personalization

- Give suppliers one customizable dashboard with FAQs, knowledge bases, documentation, and more for a better user experience.

## Search

- Use tailored journeys and segmentation
- Surface relevant search results based on similar user behavior.

## Low-Code/No-Code

- Create workflows that show purchase order responses, notify about invoice changes, automatically split orders, and speed up onboarding.

## Authenticated Experiences

- Create and manage different user roles easily to control what suppliers can see.

## Leader in Plasma Manufacturing Saves \$1.5M with New Supplier Portal on Liferay DXP

As a global manufacturer of complex products that include thousands of components, Advanced Energy needed a centralized system to collaborate with suppliers.

- Suppliers can now forecast and procure purchase orders, **saving an estimate of more than \$1.5 million.**

- Communication has **increased in effectiveness** with a single place for collaboration.

- It's easy for suppliers to **find and use critical information** and get personalized alerts.

- Fine-grained permissions ensure suppliers **see only the right resources.**

1,200+ companies around  
the world use Liferay



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