Tibersoft User Group Day 1

TIBERSOFT PRESENTS
LAST MILE EXECUTION
CHICAGO
2017

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The Field is Won with Last Mile Execution

PRESENTED BY **CHRIS MARTIN** , PRESIDENT, TIBERSOFT TECHNOLOGIES

Today's Agenda:

10:30AM – 10:50AM
Opening Remarks

10:50AM – 11:15AM
Getting Grounded

11:15AM – 12:15PM
Year in Review

12:15PM – 1:15PM
Lunch

1:15PM – 3:15PM
Data Sources and
OpTRADE Update
The Future of GPO
Management

2:45PM – 3:00PM
Break

3:00PM – 4:00PM
Client Presentation

6:30PM
Boat tour

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Wednesday Agenda:

8:00AM – 9:00AM
Product Roadmap

9:00AM – 10:00AM
Optimizing Team Performance

10:00AM – 10:30AM
Break

10:30AM – 12:00PM
Authenticating Non-Commercial Sales

12:15PM – 1:15PM
Lunch

12:30PM – 2:30PM
Customer Analytic View

2:45PM – 3:00PM
Wrap-up

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Introductions

- Name
- Company
- Role
- Show us your lanyard!

Year in Review

PRESENTED BY CHRIS HART

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New Tabs

	Distributor Review	Contract Volume vs. Street Volume
	Growth	Category and Location White Space
	Audit	With New Approval Controls
	Campaign	CRM Feedback loop
	Sources	What Data Sources have arrived

Upgraded Tabs

📍	**User**	User experience
📍	**Operator Purchases**	Duplication and Operators
📍	**Direct Sales**	Field Rollouts

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Features You Asked For

Security & Password Recovery

Program Mastering

Expanded ranges for dates

Search for any location

Scenarios - Share and Publish

User Groups

Rolling Mode

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Working Together

CRM Systems
Locations and Affiliations

M&A
Universe Views

New TPM Claim
Delivery

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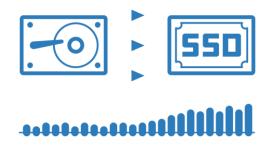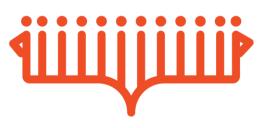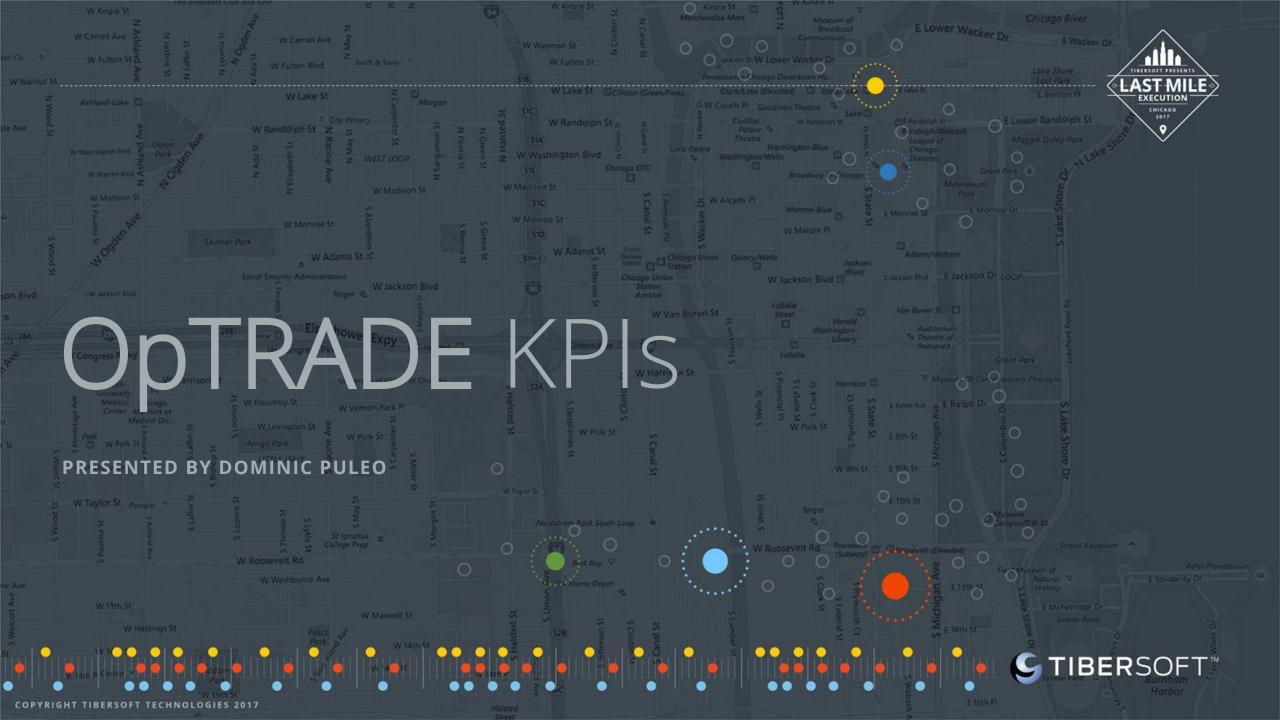# Important Background

Amazon Redshift

NVMe PCIe SSD

Crowdsourcing

OpTRADE KPIs

PRESENTED BY DOMINIC PULEO
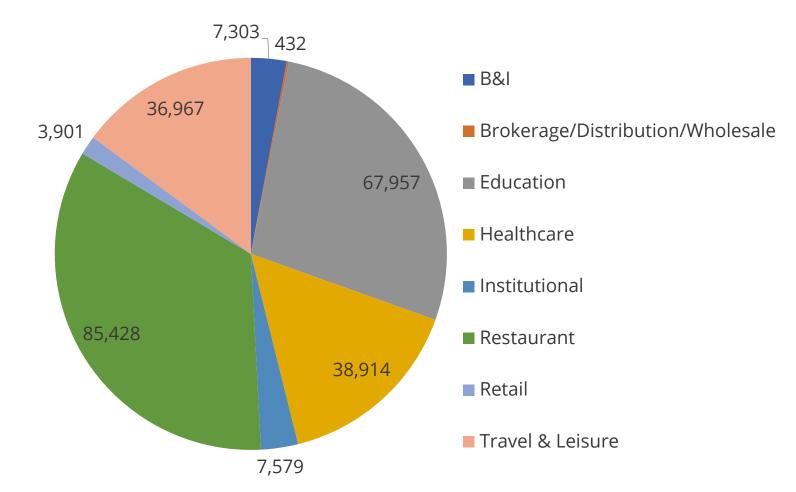
OpTRADE KPI

Trailing Quarter Location Activity
- Added: 50,921
- De-Duped: 22,345

As of 9/18/2017	OpTRADE Locations	Growth Tab Locations (invoiced in past 7 months with city and state)
Count	824,558	277,059
Full Address	79%	98%
Segment	63%	90%
District	78%	80%

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Segment Overview

Pie chart values:
- B&I: 432
- Travel & Leisure: 36,967
- Retail: 3,901
- (top): 7,303
- Education: 67,957
- Restaurant: 85,428
- Healthcare: 38,914
- Institutional: 7,579

Legend:
- B&I
- Brokerage/Distribution/Wholesale
- Education
- Healthcare
- Institutional
- Restaurant
- Retail
- Travel & Leisure

Segment Counts

Sub-Segment	Count	%
B&I	6,881	2.5%
B&I: Vending OCS	422	0.2%
Brokerage/Distribution/Wholesale	432	0.2%
Education: C&U	7,893	2.8%
Education: Daycare	6,339	2.3%
Education: K-12	53,725	19.2%
Healthcare: Assisted/Nursing	28,939	10.3%
Healthcare: Hospital	6,975	2.5%
Healthcare: Other	3,000	1.1%
Institutional: Correctional	1,618	0.6%
Institutional: Government	195	0.1%
Institutional: Military	1,898	0.7%
Institutional: Social Services	3,868	1.4%
Restaurant: Full Large Chain	18,438	6.6%
Restaurant: Full Small Chain/Independent	28,605	10.2%
Restaurant: Limited Large Chain	25,699	9.2%
Restaurant: Limited Small Chain/Independent	11,365	4.1%
Restaurants: Caterers	1,313	0.5%
Restaurants: Pending	8	0.0%

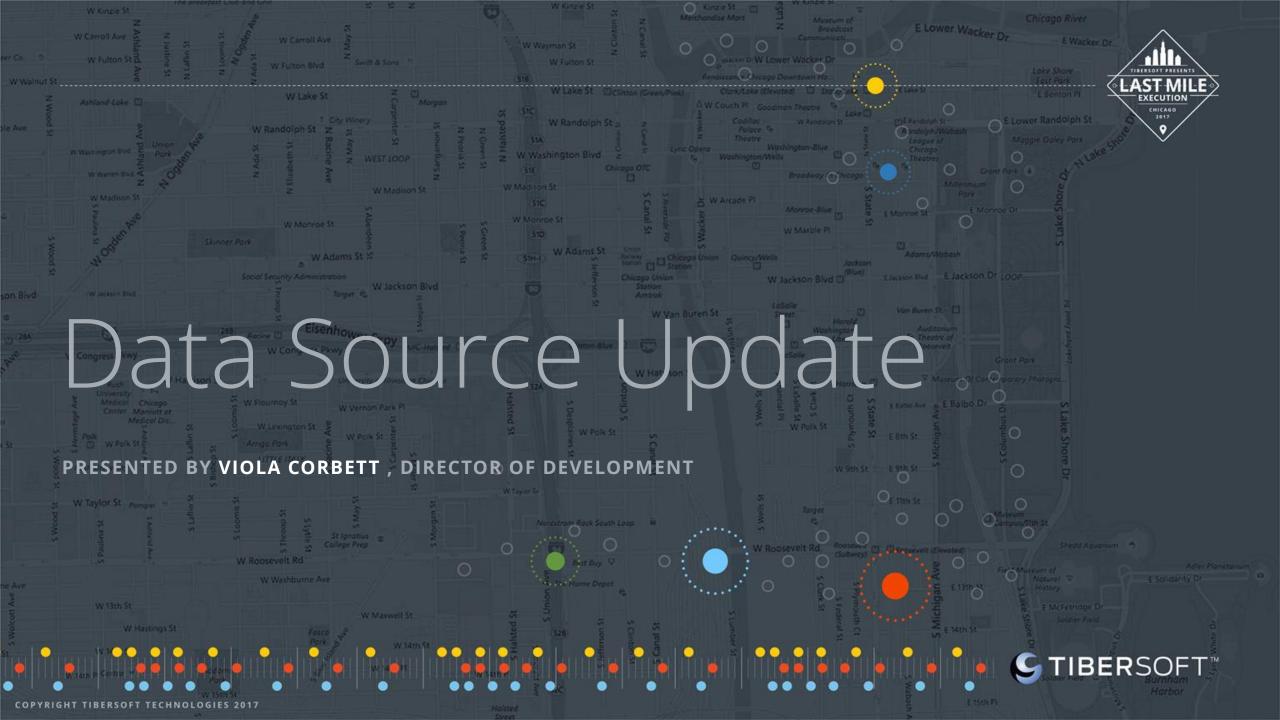| Sub-Segment	Count	%
Retail: C-Store	2,748	1.0%
Retail: Other	1,153	0.4%
Travel & Leisure: Camps	1,908	0.7%
Travel & Leisure: Clubs	954	0.3%
Travel & Leisure: Convention/Stadium/Arena	1,221	0.4%
Travel & Leisure: Cruises	221	0.1%
Travel & Leisure: Gaming	1,726	0.6%
Travel & Leisure: Lodging	22,035	7.9%
Travel & Leisure: Recreation	7,632	2.7%
Travel & Leisure: Transportation	445	0.2%
Travel & Leisure: Travel Plaza	825	0.3%

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OpTRADE Roadmap

- K-12 Districts

- OpTRADE Operator

- Separating Sodexo from Entegra

- Aliasing 3rd Party Lists

- Adding contacts

Data Source Update

PRESENTED BY **VIOLA CORBETT** , **DIRECTOR OF DEVELOPMENT**

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Agenda

- Mature, Growing, and New

- Data Loading Process Improvements – annual rows up from 64 million last year to 100 million rows this year

- Sources Tab Demonstration

Mature ⭐75%+ Distributor Data Sources

Growing ★ 25-75% Distributor Data Sources

Underutilized ⭐ <25% Distributor Data Sources

Mature **75%+** Operator/GPO Data Sources

Foodbuy
INNOVATIVE PROCUREMENT

sodexo

aramark

PREMIER

HPSI®
Purchasing Services

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Growing 25-75% Operator/GPO Data Sources

Underutilized ⭐ **<25%** Operator/GPO Data Sources

3rd Party Systems

In the Q

Data Source Tracking

Did the file come in?

Is this a monthly or quarterly file?

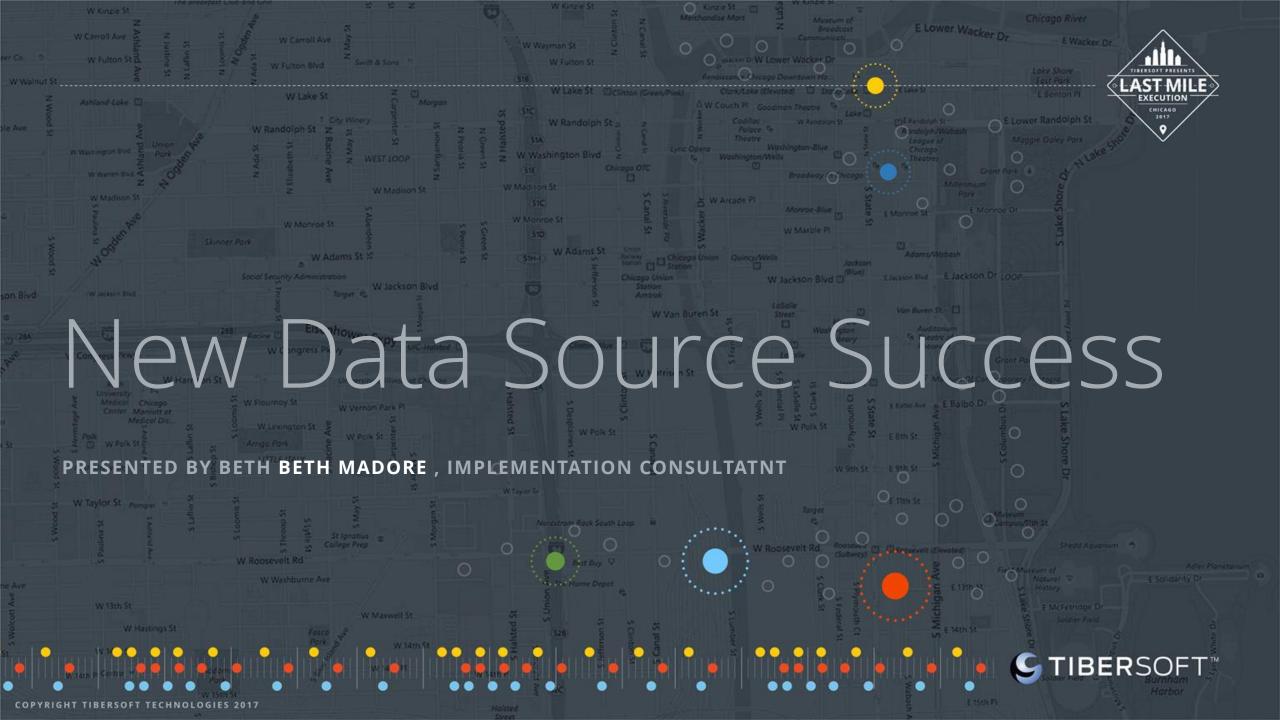How can I track over 260 data sources?

Poll – Who Next?

New Data Source Success

PRESENTED BY BETH **BETH MADORE** , IMPLEMENTATION CONSULTATNT

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PFG Corporate E-Claim

- Timeline

- E-Claim File Profile

- How to add this data source

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PFG E-Claim Timeline

PFG EDI 867

APL 27 - DEC 30

FEB 23 — **PFG CORPORATE E-CLAIM**

MAY 6 – MAY 22 — **PFG DEVELOPMENT**

MAY 30 - JUN 13 — **TIBERSOFT ETL**

MAY 22 – MAY 26 — **FTP CONFIG**

MAY 29 – JUN 30 — **PFG OPCO COMM. & SETUP**

JUL 6 – JUL 26 — **TESTING**

SEP 5

GO LIVE

PFG CORPORATE E-CLAIM
FEB 23

ALL DEVELOPMENT COMPLETE
JUN 13

ALL TESTING COMPLETE
JUL 26

GO LIVE
SEP 5

| APL | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APL | MAY | JUN | JUL | AUG |

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PFG File Profile

24 OPCO's	Does not include Vistar, Roma, *IFH, CDC houses	Location level/full address	1 file per OPCO	Weekly	Pipe Delimited TXT

How to Add

| 1 | Make request thru your Tibersoft project manager | 2 | We coordinate the project with PFG | 3 | No PFG negotiation needed | 4 | Takes a month or there abouts to complete | 5 | PDF's continue to be sent for a few months |

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GPO Consolidation

- Reporting Changes

- Business Challenges

- Org Levels

Reporting Changes

FROM	TO	REPORTING
Care Purchasing	Forum	Forum
Medassets	Vizient	Foodbuy
IPS	Aramark	Aramark
HPSI	Aramark	HPSI

Business Challenges

- Plan for the business shift

  - Review agreements/programs
  - Prepare for "best of both worlds" pricing requests
  - Contract changes and compliance
  - Ensure you don't lose business

- Distribution changes

- Measure the impact

Org Levels

Poll Result: VERY strong interest in Org Levels

- Data points that enable quick focus
- Populated from GPO and Operator Membership files
- Sourced from our customers
- Visible as Levels in Explore

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FoodBuy Example

ORG LEVEL	SAMPLE VALUE
1	Foodbuy
2	Medassets
3	Acute Care - General
4	Acute Care – General Group

Compass Example

ORG LEVEL	SAMPLE VALUE
1	Compass
2	Medassets
3	Buysmart Program Group
4	Kaiser Permanente Group

Aramark Suggestion

ORG LEVEL	FIELD DESCRIPTION	SAMPLE VALUE
1	Company	IPS
2	Line of Business	Education
3	State	Pennsylvania
4	---	

GPO Risk Mitigation

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Avoid Audit Exposures from Member Affiliation Changes

A SERIES OF ONLINE DISCUSSIONS
TIBERSOFT SYMPOSIUMS
FOCUSED ON SOLVING FOODSERVICES BIGGEST CHALLENGES

Required Audit Language for GPO Contracts

Updated member lists, protection from double dips and ability to recoup double dipped dollars

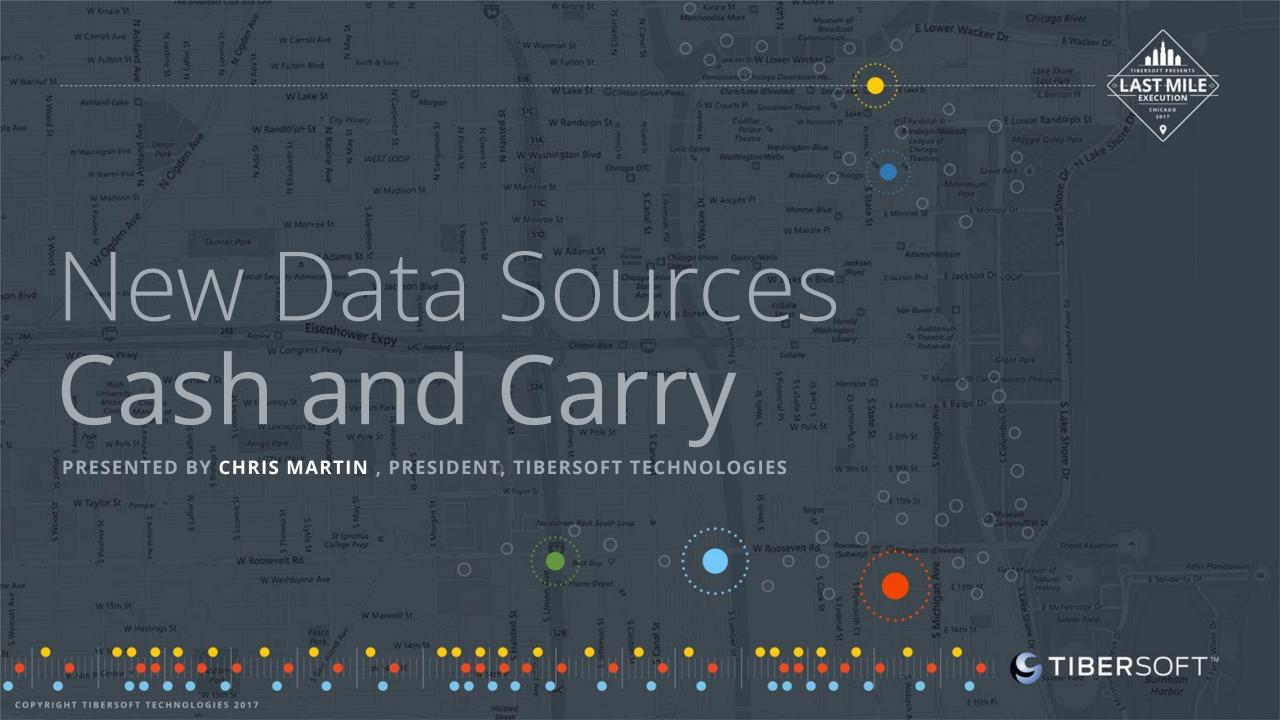### Best Practice for Limiting Exposure Pre-Double Dip

Identify potential double dips when a group moves, how to communicate your approval/exclusion of new members

Audit and White Space

Monitor the Approved new members for new business and audit the excluded members for actual double dips

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New Data Sources Cash and Carry

PRESENTED BY CHRIS MARTIN , PRESIDENT, TIBERSOFT TECHNOLOGIES

Size of the C&C Market

6 of the **Top 10 foodservice suppliers** are in the channel

Estimates for this group are **$24 billion into foodservice market** (ex. liquor).

C&C will continue to **outpace traditional distribution**

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Value for Tibersoft Clients

New customer channel (visibility and growth):

Good
See contract operator sales (eliminating C&C "blind spot").

Better
See <u>all operator</u> sales (would require data sharing from the C&C operator).

Best
See all operator sales and grow new customers.

Value for C&C Operator

Access to **new contract price operators**

Access to **OpTRADE database**

Extend contract pricing to contract customer

Equalize broadline advantage

Value for **Operator**

- Receive contract price
- Convenience

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Data Sources & Issues

Potential Data Sources:

1. Costco
2. Restaurant Depot
3. BJ's

Potential Issues:

- Operator Non-compliance (distribution and price).
- Broadline distribution push back to supplier.
- Conflict with Broadline C&C (GFSM, USF).

Poll – Which C&C First?

Poll Result: 17 of the 23 responses asked to continue investigation of C&C Data Sources.