



GHX Marketplace Content Management



GHX Marketplace is a front-end, directed buying experience platform that connects users with contract compliant data in an online requisitioning tool. It helps enable maximum, sustained cost savings, compliance, and operational efficiencies and standardization.

Content Management

Content management within an ERP can be challenging. A typical ERP item master may contain roughly 100,000 items. GHX assists with the management of hosted catalogs and the GHX Marketplace platform automates, manages, and enriches content within the item master and the contract item catalogs.

Benefits

- Brings the online consumer shopping experience to the health system workplace and end users
- Ensures transparency, visibility, and control across supply chain/purchasing operations
- Provides quick, efficient connectivity to health systems' supplier ecosystem
- Users can search content from local catalogs, GPO contracts, and ERP Item Master
- Connects to other data sources such as supplier-maintained punchout sites
- Equips the supply chain team with the ability to direct users to preferred content based on roles, locations, formularies, and tags
- Helps maximize contract utilization and ensures price compliance from the point of requisition

GHX hosts catalogs from 1,700+ vendors across the customer base. Hosted catalogs allow end users the ability to search across all contracted content (that they are permitted to view) from a single, powerful, directed search.

The workflow and approval tools allow all customers to easily and confidently maintain item and pricing data across many SKUs within their hosted content.

GHX's support team works directly with vendors to automate the intake of hosted catalogs in accordance with vendor and customer contracts. When a hosted catalog is loaded, GHX's import utility stages the data and compares it to the data that is already present in the customer's hosted content.

If catalog approval is enabled, an email is sent to the assigned customer contact(s) with a summary of the proposed changes. Attached to the email is a Delta Report, which details all the changes that will take effect if the new file is accepted. The Delta Report includes item data updates, item insertions, item deletions, price updates, and any errors.

Punchouts – Set Up & Maintenance

GHX Marketplace currently supports punchout connections across 250+ different vendors, expanding based on customer requests. Punchout connections are set up and maintained by GHX on behalf of its customers; the content on the punchouts is maintained by the suppliers.

GHX works directly with the vendor to resolve any technical issues that arise in a timely manner, reducing the IT burden on health systems.

Punchouts are helpful tools to provide users (or a subset of users) with access to additional approved content sources. Punchout sites are a good option for configurable items (IT, catering, print shop) or broad categories of items that are not frequently purchased, such as some research items (lab supplies) and MRO (Grainger).

A key feature of GHX Marketplace is the ability to guide users to the appropriate punchout using keywords defined by the customer for each site. For example, if a user searched “laptop” they could be directed to an IT vendor’s punchout site to build their computer (Dell, CDW, Software House International).



Considerations

- The import utility can normalize inbound data (items, prices, PO, invoice, payment, company) from many disparate sources (ERP, GPO, trading partners) to provide **full visibility and performance monitoring**.
- **Suppliers control the punchout experience.** Each supplier has their own method of limiting the items available on their punchout site. In some cases, the supplier has no way to limit which items the customer has access to purchase, which could negatively impact customer goals.
- Content management via hosted catalogs allows for **greater control and visibility into changes**. The Delta Report includes item data updates, item insertions, item deletions, and price updates. The price change and item deletion tabs include a spend impact report based on the last 12 months of purchases of an item.
- **Changes highlighted in the Delta Report can be approved by a designated contact within the customer’s organization.** If utilizing catalog approval, item detail is injected into GHX Marketplace only after the catalog is approved.
- The tools provided by GHX’s content ingestion allow supply chain teams to be **confident that the items and pricing within GHX Marketplace are accurate and will not change without approval**. This confidence enables customers to automate downstream processes, including lights-out purchasing approvals.

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