

Efficio Supplier Commercial Dispute Management as a Service

LOT 3: CLOUD SUPPORT

JANUARY 2026

Service Description

Efficio employs a reliable method for addressing underperforming services and suppliers, delving into root causes. Collaboration between clients and suppliers avoids costly disputes, termination costs, and fosters solutions for sustained excellence. Our approach incorporates automated programme reporting for transparent performance monitoring. Kanban boards ensure efficient project tracking and collaboration.

Features

- Enhanced client-supplier relationship
- Agreed action plans to address underperformance
- Avoidance of costly termination and retendering risks
- Trusted mediation to prevent disputes and maintain stability
- Review of internal supplier management and SIAM processes

Benefits

- Reduced dispute escalation through early issue identification and mediation
- Commercial management improves governance and supplier accountability
- Contract management strengthened through clear actions and controls
- Commercial assurance reduces termination risk and unnecessary costs
- Opportunity identification highlights mutual benefits and service improvements
- Value delivery protected through stabilised performance and collaboration
- Commercial intelligence improves root-cause diagnosis and negotiation outcomes
- Procurement orchestration supports coordinated remediation across stakeholders
- Capability augmentation builds internal skills to manage disputes
- Transformation enabled through improved supplier behaviours and governance

Why Efficio?

Efficio is the world's largest international procurement service provider with an unrivalled track record of delivering significant results for our client base.

For more than two decades, our deep expertise, hands-on approach, global scale, and ever-evolving technology have helped our clients realise their supply chain and procurement ambitions. We have developed purposefully as specialists, achieving consistent rapid growth to become the largest independent consultants in our field.

We combine the human intelligence and deep expertise of our consultants with the data and content gleaned from our years of specialist focus. So, whether it's setting you up for procurement excellence, solving supply chain challenges, or optimising costs - from cost reduction to working capital management - we work alongside you to navigate the ups and downs of the procurement and supply chain landscape.

We work across all industries including Public Sector, Healthcare and NHS, Defence, Construction and Infrastructure, Energy and Utilities, Financial Services, Private Equity, Manufacturing, and Technology. Our talent pool of >1400 procurement specialists include 750+ specialists with deep experience in PCR 2015, DSPCR, and Procurement Act 2023 environments. We deploy SC-cleared resource, comply with Cabinet Office standards (Sourcing Playbook, Green Book, Delivery Model Assessments), and work across departments including the Home Office, NHS England, AWE, FCDO Services, UKHSA, and CCS.

We have extensive expertise in procurement, category management, supply chain, change implementation, programme management & project delivery. We provide clients with data analytics, reporting and operational data management, transferring knowledge and supporting the recruitment, onboarding and upskilling of client teams, including use of our training academy.

Efficio's deep experience in regulated, high-security, and public sector environments means we understand how to deliver value within the constraints of public procurement legislation - including PCR 2015, DSPCR, and the Procurement Act 2023. We help clients challenge suppliers constructively while ensuring compliance, transparency, and strong commercial outcomes.

What we offer

Strategic Procurement & Delivery

- Strategic Sourcing (incl. Source to Pay)
- Procurement Transformation
- Resource Augmentation
- Opportunity Assessments
- Category Management
- Cost Reduction Strategies
- Contract Management
- Operational Contract Management

Commercial Finance

- Commercial Strategy & Management
- Commercial and Financial Data Analysis
- Commercial Assurance
- Should Cost Modelling
- Supplier Performance Management

Capability, Change & People

- Stakeholder Engagement & Change Management
- Efficio Academy Training
- Recruitment & Onboarding Support
- Knowledge Transfer & Upskilling

Sustainability & Social Value

- Sustainable Procurement Strategy
- SBTi (Science-Based Targets Initiative) Implementation
- Social Value Delivery (aligned to the UK Public Sector Model)

Logistics & Supply Chain

- Logistics and Supply Chain Optimisation
- Supply Chain Risk Management
- End-to-End Supply Chain Strategy

Sample of our Public Sector client base



For more information on what we offer, please visit our website: [Efficio UK \(efficioconsulting.com\)](https://www.efficioconsulting.com)

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