

Supplier Intelligence

Every supplier decision is a margin decision.

See where supplier cost and risk reach your materials, plants, customer orders and margin. Choose a feasible response, approve it and prove the value with Finance.

Customer overview

Solution, value model, pilot approach and detailed features

Industries

Chemicals, life sciences, food and beverage, consumer goods, manufacturing, distribution

Works with your systems

Connects to any platform: SAP, Oracle, Microsoft Dynamics 365, NetSuite, QMS/LIMS, MES and data platforms

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WHO THIS DOCUMENT IS FOR

Written for everyone who will have a say in a supplier decision.

Supplier decisions cross procurement, finance, operations, quality and IT, so this overview is written for all of them.

Start with the pages that answer your question, then read on to see how the pieces connect.

If you lead	You will want to know	Start with
Procurement leaders CPO, VP Procurement, Director of Procurement	How supplier value leaks between the negotiation and the P&L, and how to recover it	Where value leaks; A worked business case; Spend and savings
Finance CFO, VP Finance, Controller	How savings are measured, validated and kept out of double counting	Supplier decisions are margin decisions; A worked business case; How the numbers work
Supply chain and operations COO, VP Supply Chain, plant leaders	How to see a disruption early and choose the cheapest recovery	The cost of seeing late; A connected decision; Risk and resilience
Quality VP Quality, supplier quality managers	How qualification, certificates and quality cost shape every sourcing decision	Quality; Suppliers and Supplier 360; Trust is part of the product
Category managers and buyers Category managers, buyers, planners	What changes in daily work: one profile, one queue, better bids and renewals	Sourcing; Contracts and negotiation; Command Center
IT CIO, VP IT, IT managers	What Zeak reads and writes, where it runs, and who can do what	What Zeak reads and writes; Trust; Integrations, security and administration

Each chapter divider lists the pages in that chapter. Every feature, with what it does for your team and the industries it serves, is in chapter 05, Features by topic.

AT A GLANCE

Most companies already have the supplier data. **What they lack is the ability to act on it in time.**

ERP records what happened. Point tools each see one dimension. Zeak Supplier Intelligence joins supplier, purchasing, quality, contract and operational data so teams can see what a supplier event means for the business, choose a feasible response and carry it through approval to verified value.

The problem

Most of every revenue dollar flows to suppliers, **50-70% at chemical companies**,¹ and one missing component cost the auto industry **\$210 billion** in a year.⁸ Yet price, quality, risk and service live in separate systems. Value leaks between the negotiated price and the realized margin.

What Zeak does

Connects the evidence, quantifies exposure at material, site, order and margin level, compares qualified options and routes the chosen action for approval.

How you start

One category or material family, one decision owner, one agreed baseline.
Prove the economics with your data before any larger commitment.

What you get

A supplier decision view, a quantified opportunity register with owners, and Finance-validated results that make the next rollout case.

Not every supplier problem needs AI. Many are solved by connected data, clear rules and a governed workflow. Zeak uses AI where it improves investigation or recommendations, and every recommendation shows its evidence and can be reviewed before anyone acts.

IS SUPPLIER INTELLIGENCE A FIT?

A quick, honest check before you spend time on an evaluation.

Supplier Intelligence works for any industry, standalone or connected to the systems you already run. It is a strong fit when the problem is visibility, follow-through or cost, and a poor fit when the real gap is somewhere else. **Not every supplier problem needs new software, and not every one needs AI.**

Signs it will help

Prices drift from what was agreed	Contract, PO and invoice prices are rarely compared line by line.
Shortages are found late	Nobody can say quickly which products, plants and customer orders depend on a late material.
Awards go to the lowest unit price	Quality, freight, lead time and risk are not in the comparison.
Supplier risk sits in spreadsheets	Risk reviews happen in meetings, not updated by what actually happens.
Several systems, one supply base	Sites run different ERPs, or supplier data lives beside the ERP.
An audit or customer review is coming	You need supplier evidence an outsider can follow end to end.

Signs to wait, or start elsewhere

You need a purchasing or invoicing system first	Zeak works with those systems; it does not replace them. Start there, then connect Zeak.
There is no one to own the decision	A pilot needs a named decision owner and a few hours a week from the category team.
Your current process works and nobody feels the cost	If there is no visible cost or risk to fix, wait until there is one worth measuring.

Recognize three or more signs on the left? **A one-hour walkthrough of your current process** is usually enough to tell whether a pilot is worth it.

WHAT DECIDING ON SUPPLIER INTELLIGENCE INVOLVES

Four small decisions instead of one big one, each made on evidence you can inspect.

Step		What you decide	Evidence you will have	Your commitment
1	Walkthrough One to two hours	Whether Zeak addresses a real problem in your process	Your team shows us how the work runs today and what must not break	None
2	Discover About two weeks	Category or material family, owner, success and failure criteria	A pilot charter, a measured baseline and a one-page risk register	Your team's time only
3	Pilot About ten weeks	Whether to move up each stage of the autonomy ladder	Results on your own data against the baseline, and a backtest on your history	Pilot terms agreed in your proposal
4	Roll out Your pace	Which categories and sites come next	A readout, a value report and a rollout case Finance has reviewed	Only after the pilot result is accepted

What it takes from your team

Decision owner	A few hours a week through the pilot
Category or sourcing team	A few hours a week for real decisions and feedback
Finance contact	Baseline agreement at the start; review at the readout
IT and platform owner	Read-only access, single sign-on and roles; a test environment

You can stop after any step and keep everything you have learned. Nothing changes in your systems of record unless you decide it should. Timings are typical and confirmed in Discover; pricing and pilot terms are set out in your proposal.

THREE QUESTIONS EVERY DECISION HAS TO ANSWER

A supplier decision system earns its place only when it answers all three questions, for everyone who has a say.

A good decision needs more than a strong demo. It needs proof in your own data, a real improvement for the people doing the work, and a clear answer to what happens when something goes wrong. This overview is written to answer all three.

What is possible?

For leaders who want to modernize and need results they can show.

What Zeak gives you

A pilot on your real supplier data within weeks

Value measured in your own numbers, agreed with Finance

A clear picture of what comes next, stage by stage

Show results on your own data before anyone commits to more.

Start with: The autonomy ladder; Four ways to create value; What a pilot delivers

Start with: What changes, what doesn't; Trust is part of the product; Hard questions, answered plainly

Will this make the work easier?

For the buyers, planners and quality teams who make supplier decisions every day.

What Zeak gives you

One supplier profile instead of five systems

One approval queue, with the evidence attached

Alerts that link straight to the record

The context is already there when you open the supplier.

Start with: A connected decision; What each role sees and decides; Features by topic

What could go wrong, and who owns it?

For the people who protect your systems, your compliance and your budget.

What Zeak gives you

Your current process stays intact; Zeak works alongside it

Read-only until you say otherwise; you approve every stage

Every action audited; your cloud; full export; a written risk register for the pilot

Read-only until you say otherwise. You decide when it acts.

WHAT CHANGES, WHAT DOESN'T, AND HOW YOU STAY IN CONTROL

Works alongside the systems you already run. **Read-only until you say otherwise. You decide when it acts.**

If we were in your seat, we would worry about three things: disruption to a process that works, data leaving your environment, and being locked in. Here is how each is handled, before you have to ask.

What does not change

Your ERP, procurement and quality systems stay the systems of record. The process your team built keeps running. Zeak is added alongside it: wrap first, replace later, if ever.

How you roll back

Any stage can be stepped back or switched off by your approver without losing records. Write-back to your systems is enabled object by object, and disabled the same way.

What changes, stage by stage

You move up the autonomy ladder only when the criteria you set are met: Observe, then Advise, then Assist, then Act. Stopping at any stage is a legitimate outcome.

Where the data lives

In your own cloud or the Zeak cloud, your choice. Connected-system data stays in those systems; Zeak keeps live links and a snapshot at the time of each decision. Everything exports in open formats.

What we will not ask you to do

Replace your ERP, procurement suite or the process your team built

Move your master data

Sign a long commitment before the pilot result

Accept a business case built on headcount reduction

Turn on AI, or move past Observe, before you are ready

Who approves what

A named owner on your side approves every stage gate. People accept or reject every recommendation; AI never approves an award, a renewal or a corrective action.

THE AUTONOMY LADDER

Automation is a staircase you control, not a leap.

Every capability in Zeak that recommends, drafts, automates or writes to your systems has a stage, set by you. You set the criteria for moving up. Stopping at any stage is a legitimate outcome.

1

Observe

Read-only and in parallel. Zeak watches your existing process and connected data, and changes nothing.

Your process runs exactly as today.

Most supplier value starts here: leakage, risk and late supply become visible.

2

Advise

Zeak flags risks, recommends actions and shows the evidence. People accept or reject every recommendation.

Nothing is committed without a person.

Together with Observe, this is where most customers find most of the value.

3

Assist

Zeak drafts renewals, mitigation plans, awards and supplier requests, with human approval before anything is committed or written to your systems.

You approve before anything is saved.

Drafting removes the re-keying; the decision stays with your team.

4

Act

Automation for routine, well-proven cases only, such as chasing an expiring certificate. Exceptions route to people.

Only what you have switched on.

Many customers never need Act, and that is fine.

Moving between stages

Applies to every step up or down

1. Your criteria are met. The pilot charter sets what must be true before a capability moves up.

2. Your named approver signs off. Nobody moves a stage without them, and they can step back or switch off at any time without losing records.

3. Every change is audited. Each stage change, recommendation, acceptance and rejection is logged.

01

The case for supplier intelligence

Supplier cost is the largest cost line in many manufacturing businesses, and supply disruption is no longer rare. The economics reward companies that see earlier and act with evidence.

Supplier decisions are margin decisions
Where value leaks
The cost of seeing late

What the research says, by industry
Low spend, high impact

WHAT THE RESEARCH SAYS

Supplier decisions are margin decisions, and disruption is no longer rare.

Purchasing Cost Share

50-70%

of sales revenue can be purchasing cost at chemical companies.

McKinsey, 2019¹

Disruption Frequency

3.7 yrs

average interval between supply disruptions lasting a month or longer.

McKinsey Global Institute, 2020²

Supplier Risk

42%

of organizations have visibility into supplier risk beyond tier one, although 95% can see tier one.

McKinsey supply chain risk survey, 2025³

Alternative Sourcing

74%

of CPOs rank maintaining active alternative sources among their most effective risk strategies.

Deloitte Global CPO Survey, 2025⁴

AI Sourcing Savings

5-7%

sourcing savings Bain identifies as an AI opportunity in industrial procurement.

Bain, 2024⁵

AI Procurement Savings

8-15%

cost savings BCG has seen where AI agents run procurement workflows.

BCG, 2026⁶

Reaction to Supply Disruption

5 days

average for a life sciences company to understand and react to a supply disruption.

Accenture, accessed 2026⁷

What this means

When most revenue flows to suppliers, **a single point of purchase cost is a material margin lever**: for a \$500M chemical company, 1% of purchase cost is \$2.5-3.5M a year.¹ Days of delayed response become lost production and orders.

External benchmarks describe results reported by other organizations. They are not Zeak results and are not a forecast for any customer. Full sources on page 98.

WHERE VALUE LEAKS

A saving isn't real until it reaches the P&L, and most of it never does.

Procurement negotiates a price. Finance reports a margin. In between are six hand-offs, and at each one **value slips away quietly, in a different system, owned by a different team**. Nobody is careless. The leaks are invisible because no single view connects the negotiated number to the realized one.

1	2	3	4	5	6	7
Negotiated	Contracted	Ordered	Received	Invoiced and paid	Realized margin	Sustained
The award goes to the best total value, not the best headline price.	The agreed price, protections and obligations are written into the contract.	Every PO uses the contracted supplier, price and terms.	Material arrives on time, in full and usable.	The business pays what was agreed, on the agreed terms.	Finance can see the saving in actual results.	The saving holds next year.
Stage	Where it leaks		How you'd spot it		How Zeak catches it	
1 Negotiated	- Award on unit price while freight, duty, yield loss and terms make the 'cheap' source more expensive - Winner not qualified for the site, so requalification delays or cancels the saving - Single-source award trades a saving for continuity risk - No should-cost, so the target becomes the supplier's first offer		<i>A savings number that assumes the new source works on day one.</i>		Bid fit scoring on landed cost, quality, lead time, terms and risk Two-supplier award recommendation Negotiation copilot: target, walk-away, BATNA Full landed-cost breakdown Qualified-source rules	
2 Contracted	- Escalators rise with an index but never fall with it - Tariff, duty and change-in-law costs default to the buyer - Volume commitments and rebate tiers go unmanaged - Notice periods pass and the contract auto-renews at the old price		<i>Prices that only move up, and renewals discovered in the last month.</i>		AI clause extraction with risk per clause 90-day expiry alerts with value at stake Renewals routed for approval Index-linked pricing monitor, tariff-clause intelligence	
3 Ordered	- The ERP still carries last year's price - Buyers order off-contract under time pressure - Spend fragments across many small suppliers - A new site or entity never adopts the agreement		<i>Favorable variance on the savings report while purchase prices stay flat.</i>		Off-contract spend by category, alert above 5% Approved prices written into D365 Tail-spend consolidation	

WHERE VALUE LEAKS, CONTINUED

Stage	Where it leaks	How you'd spot it	How Zeak catches it
4 Received	- Late or short deliveries trigger expedites and premium freight - Out-of-spec lots mean scrap, retesting, rework and quality holds - Line downtime and missed orders are never charged back to the supplier	<i>A supplier that is cheapest on paper and most expensive in the plant.</i>	OTIF, lead time and PPM from actual receipts OTIF early warning NCR pattern detection to SCAR Incoming-quality reliability, full cost of quality
5 Invoiced and paid	- Invoice prices drift from the contract - Duplicate or unmatched charges get paid - Early-payment discounts missed while terms shorten - Earned rebates are never claimed	<i>Contract price and paid price that nobody has compared line by line.</i>	Payment terms held on every contract Contract-to-invoice comparison, payment-term analysis
6 Realized margin	- The same saving is counted by procurement, operations and finance - No agreed baseline, so the saving cannot be proven - Savings reported at negotiation, not when they reach transactions - A lower price is offset by more inventory	<i>Savings reports and the P&L that tell different stories.</i>	Realized savings with pipeline and target Finance-validated savings, overlap rules, margin bridge
7 Sustained	- Prices creep back at renewal - Supplier performance drifts once attention moves on - Index decreases are never passed through	<i>Last year's savings quietly reversed in this year's spend.</i>	Renewal workflow using current performance and risk Quarterly performance trends against targets Live market-index linking

Every leak on this page is visible in data you already own. It is spread across ERP, contract, quality and finance systems that were never joined up. Zeak joins them and follows each saving from award to P&L.

THE COST OF SEEING LATE

Disruption is a recurring cost of doing business. **Response time decides how much of it you pay.**

Disruption Frequency

3.7 yrs

Average interval between month-long disruptions. Over a decade, McKinsey Global Institute estimates expected losses equal to almost 45% of one year's profits.²

Supplier Risk

42%

of organizations can see supplier risk beyond tier one. The rest are blind exactly where hidden single points of failure sit.³

Reaction to Supply Disruption

5 days

for a life sciences company to understand and react to a supply disruption, on average. The sooner you know what is affected, the more of that window is left for action.⁷

What slows the response

Nobody can answer quickly which plants, formulas, customer orders and dates depend on the late material, whether stock covers the gap, and whether a qualified alternate exists for that site.

What changes with Zeak

The dependency chain, inventory cover and qualified alternatives are already linked. The first question after a signal becomes "**which option do we approve?**" rather than "what does this affect?"

WHAT THE RESEARCH SAYS, BY INDUSTRY

Different industries, the same exposure: **what you cannot see in your supply base is what stops you.**

Automotive**Cost of One Missing Component****\$210B**

Revenue the auto industry was forecast to lose in 2021 from semiconductor shortages, with 7.7 million vehicles not built.

AlixPartners, 2021⁸**Semiconductors and electronics****Advanced Chip Concentration****92%**

Share of the world's most advanced chipmaking capacity located in Taiwan; more than 50 supply-chain points have one region above 65% share.

BCG and SIA, 2021⁹**Industrial and electrical****Transformer Lead Time****128 wks**

Average power transformer lead time in 2025; switchgear averaged 44 weeks, and power transformer supply faced a 30% deficit.

Wood Mackenzie, 2025¹⁰**Pharma and biotech****Single-Source Shortages****48%**

Share of new US drug shortages in 2026 that are sole-source products; 227 shortages were active in Q2 2026.

ASHP, 2026¹¹**Pharma and biotech****Offshore Ingredient Supply****72%**

Share of facilities making active ingredients for the US market that were located overseas.

FDA testimony, 2019¹²**Medical devices****Device Units Recalled****313M**

Medical device units recalled in the first half of 2026, up 517% year over year.

Sedgwick, 2026¹³**Aerospace and defense****Cost of Supply Failures****\$11B**

Cost of aerospace supply-chain failures to airlines in 2025, with an aircraft order backlog above 18,000.

IATA, 2026¹⁴**Food and beverage****Traceability Deadline****July 2028**

Compliance date for FDA's Food Traceability Rule, which requires supply-chain partners to keep and share traceability records.

FDA¹⁵**Cosmetics and consumer goods****Adverse Event Reporting****15 days**

Business days to report a serious adverse event to FDA under the largest expansion of cosmetics regulation since 1938.

FDA, MoCRA¹⁶**Every manufacturer****Products Recalled****1B+**

US recall volume on pace to exceed one billion units in 2026, across 1,634 recalls in the first half.

Sedgwick, 2026¹³

External figures describe industry conditions reported by other organizations; they are not Zeak results. Recall figures cover all recalls, not only supplier-caused ones. Sources on the sources page.

LOW SPEND, HIGH IMPACT

Your biggest supplier risk may be one you spend almost nothing with.

Where the Risk Really Sits

10 cents

MIT's work with Ford found that its high-spend strategic suppliers had only moderate exposure to risk. The biggest risk "tended to come from tiny suppliers that provide Ford with components that cost about 10 cents."¹⁷

MIT News, 2022, on research by David Simchi-Levi and colleagues¹⁷

Most companies rank suppliers by spend: big suppliers get attention and small ones get a PO. **But impact depends on what stops if a supplier fails, not on what you pay it.** MIT's method measures two things for every supplier, site and material: how long it takes to recover, and how long you can keep running without it.

A simple example

A 10-cent seal from a single supplier goes into a product that earns \$50 million a year.

Spend	About \$40,000 a year. It never shows up in a supplier review.
If it fails	The line stops. A replacement has to be qualified, so recovery takes 12 weeks. Stock covers 2.
Survival gap	12 weeks to recover minus 2 weeks to survive: 10 weeks without supply.
Revenue at risk	About \$9-10 million on a \$50 million product, from a \$40,000 supplier.

Illustrative figures. The pattern is what MIT found at Ford.

Rank suppliers by what their failure costs you, not by what you pay them. That is how the supplier who can stop you gets found before it does.

02

What Zeak Supplier Intelligence does

A decision layer on top of the systems you already run. It answers four questions in minutes instead of days: what is happening, what is at stake, what can we do, and who has to approve it.

The right tool for each problem
What is in the product today
What Zeak reads and writes
Standalone, connected or both
What Zeak understands from your systems
A connected decision

Find the supplier that can stop you
Six capabilities, six answers
What each role sees and decides
Industry applications
What each industry needs
How each industry benefits

THE RIGHT TOOL FOR EACH PROBLEM

Not every supplier problem needs AI. **Most of the money is found before AI is switched on.**

Most supplier value isn't lost for lack of AI. **It's lost in the gaps:** the contract states one price while the transaction in the system of record (ERP) states another, a quality failure the sourcing team never hears about, a decision nobody owns.

1

Connect the data

Put records side by side that have never been compared.

What it catches

Examples

Contract price vs. PO price

The negotiated price never reached the ERP, so every PO still pays the old rate.

Supplier spend analysis

Separates spend with contracted suppliers from spend placed on POs alone, and sizes the saving from moving that PO-only spend onto contracts.

One OTIF, not three

Delivery performance calculated once from actual receipt dates, instead of three reports that disagree.

Use it when: The answer already exists in your data, but it sits in multiple places.

2

Apply clear rules

Set a threshold once and let it watch every supplier, every day.

What it catches

Examples

Quality trending past your ceiling

A supplier's defect rate heading above 500 PPM, flagged before the quarterly review.

Certificate about to lapse

A GMP or ISO certificate expiring within 60 days; the renewal request goes to the supplier automatically.

Concentration building up

One supplier above 20% of a category with elevated risk, prompting a dual-source plan.

Use it when: The question has a clear threshold: above or below, in date or expired.

3

Govern the workflow

Give every finding an owner, an approver, a due date and the evidence.

What it catches

Examples

Price rise accepted by email

Routed to the category owner with the margin impact and qualified alternatives attached.

Repeat quality failures

Three NCRs in 14 days become a corrective-action request, approved and tracked to closure.

An unapproved mitigation plan

Waiting in one queue, showing the cost of doing nothing, until someone decides.

Use it when: The problem is already known, but nobody is acting on it.

4

Use AI where it helps

Read, explain and investigate at a scale no team can match.

What it catches

Examples

The clause on page 41

Force-majeure, tariff or volume terms extracted from a long agreement, each with a risk rating.

Why a supplier is slipping

A plain-language explanation of what drove the OTIF drop, from the underlying orders.

One conclusion, many signals

Risk, delivery and quality agents review a supplier together and agree one recommendation.

Use it when: The answer is buried in long documents or spread across many sources.

Every AI recommendation shows its evidence, source data and freshness. **High-impact commercial, supplier and regulated decisions always stay with a person.**

WHAT IS IN THE PRODUCT TODAY

This is not a slideware roadmap. **The core workspace is built and connects to the systems you already run.**

Screens	Monitoring Agents	Automation Rules	Approval Types	User Roles	Calculation Layer
18	8	9	5	4	1
screens in four groups: Intelligence, Suppliers, Commerce and Operate	monitoring agents watching risk, contracts, quality, spend, delivery, finance, compliance and network	automation rules, each set to observe, recommend or execute	approval types, each with impact, evidence and an AI verdict	roles: admin, approver, buyer and viewer	calculation layer, so a score or spend figure reads the same on every screen
Group	Screens	What it is for			
Intelligence	Command Center, Zeak Assistant, Agents, Search	Your daily starting point, AI assistance, monitoring agents and natural-language search			
Suppliers	Suppliers, Supplier 360, Performance, Risk, Quality, Network	Who your suppliers are, how they perform, what can go wrong and how it connects			
Commerce	Contracts, Spend, Sourcing, Collaboration	Contract lifecycle, spend analysis, competitive sourcing and supplier communication			
Operate	Workflows, Approvals, Integrations, Administration	Automation rules, decisions, ERP connection and access management			

Figures describe the current application build as of September 2026. Production readiness in your environment is confirmed during the pilot.

WHAT ZEAK READS AND WRITES

Zeak reads what your systems already know, and writes back only what someone approved.

What Zeak reads and holds

Today: your ERP Dynamics 365, SAP, Oracle, NetSuite and other systems: vendors, purchase orders and lines, receipts and more, on demand or on schedule

Today: maintained in Zeak Category, tier, sites, sole-source flag, revenue exposure, qualification, financial risk, dependencies, certifications, audits, quality records, contracts, RFQs, network mapping and messages

Next: quality systems NCRs, CAPAs, inspection and lab results and CoAs read from QMS and LIMS

Next: operations and contracts MES schedules, batch genealogy and yield; agreements and clauses from an existing CLM

Next: external data Commodity and freight indices, financial-health and risk signals from approved providers

Zeak connects to any platform, including SAP, Oracle and NetSuite, through its integration layer. From the synced data Zeak derives spend, OTIF, lead time, risk, score, segment, off-contract spend and savings.

Your systems stay the system of record. Zeak is the layer where their data finally meets, in your cloud, under your identity and change controls.

Acts, only after approval

Today an approved decision updates Zeak: a renewal updates the contract, an award marks the RFQ and creates contracts, a SCAR is issued. Next: approved prices and awards written back into D365.

ERP write-back is confirmed during solution scope.

Never does

Replace your ERP transactions. Edit QMS or LIMS records. Act above an approved autonomy level. Move your data outside your cloud.

STANDALONE, CONNECTED OR BOTH

Use Zeak on its own, or connect it to the systems you already run. Change your mind later without starting over.

Zeak is platform and system independent. Supplier Intelligence is not an add-on to one ERP: it can stand alone, and it becomes context-aware the moment you connect it to Dynamics 365, SAP, Oracle, NetSuite or whatever else you run.

Start standalone

Zeak holds its own suppliers, items, purchase orders, receipts and contracts. A team can be running in days, with no integration project.

For: a first category, a site without an ERP, or a pilot that must not touch production systems.

Want to start now? Begin standalone and show results before any integration is approved.

Connect to what you run

Zeak links live to the records in your ERP, procurement suite, quality, MES, PLM and contract systems. Start read-only; switch on write-back object by object when you approve it.

For: plants and distribution centers that already run on an ERP and want the context on every supplier decision.

Responsible for your systems? Your ERP stays the system of record; connect read-only first; every write-back needs your approval.

Mix across the enterprise

One supplier picture across sites that run different systems: a plant on D365, a distribution center on NetSuite, an acquired business on SAP, a small site standalone.

For: multi-site, multi-ERP and acquisitive companies that want one view of every supplier.

Doing the work? Connected or not, the screens are the same; connected, the context fills itself in.

Connectors for Dynamics 365, SAP, Oracle, NetSuite and other systems are available today; there is no limitation on the systems Zeak can connect to.

WHAT ZEAK UNDERSTANDS FROM YOUR SYSTEMS

If your system holds it and you authorize it, Zeak can use it.

Zeak can work with any record, field or transaction your systems expose, including your custom fields and custom objects. The examples below are common starting points, not limits. New or custom data is added by configuring the connector, not by changing Zeak.

The question context answers	For example	In your system	Records such as
Who supplies us?	Suppliers, sites, parent companies, contacts, certifications, qualification status	Dynamics 365	vendors, purchase orders and lines, product receipts, items, released products, and more
What do we buy, and for what?	Items, BOMs and formulas, products, plants, customer orders that depend on them	SAP S/4HANA	business partners, purchasing documents, goods receipts, materials, BOMs, and more
What did we agree?	Contracts, prices, terms, clauses, rebates, capacity commitments	Oracle Cloud	suppliers, purchase orders, receipts, items, agreements, and more
What actually happened?	Orders, confirmations, receipts, invoices, quality events, returns	NetSuite	vendors, purchase orders, item receipts, vendor bills, items, and more
What did it cost?	Price variance, freight, duty, scrap, rework, expedites, credits	Procurement and other systems	Coupa, Ariba, Infor, Acumatica, Epicor, QMS, MES, PLM, through the same connector approach
Whatever else you rely on	Custom fields, custom objects, attachments and records from other business systems		

Zeak reads and writes through each system's own interfaces, within the access you grant. Record names are examples of each vendor's terminology.

A CONNECTED DECISION

From a late delivery to an approved response, with every order still shipping.

1	Connect Link the PO, receipt history, inventory, quality status and demand for that material.	A supplier confirms a 10-day slip on a critical raw material.
2	Understand Identify which plant, product, orders and promised dates depend on the material.	Three products at Plant 2 use it; 14 open sales orders worth \$1.2M ship in the window.
3	Prioritize Quantify production and margin exposure; check qualified alternates and available stock.	Stock covers 6 days. Plant 1 holds 9 days of cover. Supplier B is qualified for Plant 2.
4	Act Compare expedite, transfer, alternate-source and customer-commitment options; route the chosen response.	Air expedite +\$38K; transfer from Plant 1 +\$6K; Supplier B at +4% unit price. Transfer plus a partial Supplier B order is approved.
5	Verify Record avoided downtime, recovered orders, added cost and net margin effect.	All 14 orders ship. Added cost is recorded against margin protected.

Without the connected view

Planning, purchasing, quality and sales each investigate in spreadsheets. The default answer is the air expedite, because nobody can prove the transfer works in time.

With it

The cheaper option is visible, and provable, before the expedite is booked: \$38K avoided on one event.

All figures on this page are illustrative.

FIND THE SUPPLIER THAT CAN STOP YOU

Zeak ranks suppliers by what their failure would cost, then shows the cheapest way to close the gap.

Measure	How it is calculated	What it tells you
Time-to-recover	Weeks for a supplier, site or material to return to full supply after a disruption	How long the problem lasts
Time-to-survive	Weeks you can keep meeting demand from stock, open orders and qualified alternates	How long you can wait
Survival gap	Time-to-recover minus time-to-survive; anything above zero is a line stop waiting to happen	The number that matters most
Revenue at risk	Survival gap in weeks times the weekly revenue of every product that depends on it	What the failure would cost
Impact-to-spend ratio	Revenue at risk divided by annual spend with the supplier	Finds the 10-cent seal: \$10M at risk on \$40K spend is 250 times
Hidden criticals	Low-spend suppliers whose survival gap is above zero	What spend-based reviews miss
Buffer gap	Extra days of stock needed to close the survival gap	The cheapest fix, priced
Hidden critical segment. A low-spend supplier with a survival gap can never be filed as Routine.		Critical items found for you. Single-source, long-qualification inputs to high-revenue products are flagged from your BOMs and formulas.
		Alerts while there is time. You are warned when a gap opens, as stock falls, demand rises or an alternate loses qualification.
		A costed plan per gap. Buffer stock, a second source, reserved capacity or a substitute, compared on cost and approved.

Spend versus impact

Revenue at risk

Hidden criticals

Annual spend with the supplier

Every supplier, plotted by spend and revenue at risk. Low spend and high impact sits top left. Illustrative.

SIX CAPABILITIES, SIX ANSWERS

Each capability exists to answer one question the business asks every week.

Supplier 360

“Should we renew with this supplier, and on what terms?”

Spend, OTIF trend, open NCRs, contract end date and the products and revenue that depend on it, on one screen.

Supplier 360 profile

Kraljic portfolio matrix

Computed dependency chain

Qualified source eligibility

Quality and performance

“Which source is cheapest per usable unit, not per invoice line?”

Defects, scrap, retesting and delay converted into cost and added to the price.

Cross-supplier quality queue

AI quality pattern detection

Supplier performance tab

Cost of supplier quality

Spend and margin

“Where are we paying more than we agreed, or more than the market?”

Contract vs. PO vs. invoice price, index gap and the margin effect by product and site.

Spend analytics

Maverick spend detection

Price variance & index gap

Margin bridge

Sourcing and contracts

“Which award gives the best total cost without creating a single point of failure?”

Bids normalized to landed cost, scored for quality and risk, with qualification rules enforced.

RFQ bid comparison

AI award recommendation

Clause risk extraction

Total landed cost scoring

Risk and resilience

“If this supplier stopped tomorrow, what would we miss and when?”

Days of cover, affected orders and revenue by day, and which alternates are actually qualified.

Portfolio risk heatmap

Predicted risk events

Disruption simulation

Critical-material multi-source coverage

Governed action

“Who needs to approve this, and did it actually deliver?”

One approval queue with impact and evidence, then Finance-validated results.

Governed approval queue

Approval queue & watchlist

Ask Zeak

Finance validation

WHAT EACH ROLE SEES AND DECIDES

One fact base. **Six roles, each with a decision to make and a number to own.**

Role	What they see	What they decide	What they are measured on
Executive	Where margin is at risk this quarter and which actions have created verified value	Where to intervene and what to fund	Contribution margin at risk; Finance-validated value
Procurement leader	Leakage by category, savings pipeline by stage, decisions waiting too long	Which categories to re-source or renegotiate first	Negotiated vs. realized savings; spend under contract
Category manager	Qualified sources ranked on landed and quality-adjusted cost, with index and clause context	Award, renegotiate or reallocate	Landed cost per usable unit; index gap
Quality	Source eligibility by material and site, defect trends against ceilings, expiring evidence	Approve, restrict or requalify a source	PPM vs. ceiling; qualified coverage
Operations	Materials at risk in the next 30 days, days of cover, recovery options with cost	Expedite, transfer, substitute or re-sequence	At-risk orders; avoided downtime
Finance	Baselines, savings by validation state, working-capital effects kept separate	Accept, adjust or reject a reported benefit	Validated P&L impact; working capital

Users configure approved measures, filters and alerts. Administrators govern definitions, permissions and publication across sites and legal entities, **so a number means the same thing in every view.**

INDUSTRY APPLICATIONS

Different industries, the same blind spot: **the cheapest-looking option is often not the cheapest.**

Chemicals and specialty materials

Supplier A's solvent is 3% cheaper, but lower assay costs 5% more yield loss. Per usable kilogram it is the more expensive source.

Measures: Landed cost per usable unit, index gap, yield

Context: Index-linked feedstocks, tolling, dangerous-goods freight

Pharma and biopharma

An intermediate has two approved vendors on paper. Only one is qualified for the site that makes the launch product.

Measures: Qualified coverage, CoA conformance, release lead time

Context: GMP qualification, quality agreements, validated workflows

Food and beverage

A cheaper ingredient lot arrives with 40% of its shelf life left. Write-offs erase the saving before it is used.

Measures: Spec conformance, shelf life at receipt, OTIF

Context: Lot traceability, allergen control, seasonality

Consumer goods and cosmetics

A new pump dispenser has a 16-week lead time. Launch is in 12 weeks, and nobody has flagged it yet.

Measures: Launch readiness, target-cost variance

Context: Ingredient restrictions, packaging lead times

Industrial and automotive

A small rise in defect rate on a machined part is causing repeated line stops at one plant.

Measures: PPM, line-down exposure, OTIF

Context: Part approval, multi-tier components

Distribution and medical devices

A supplier change notice touches 14 SKUs sold into three regulated markets.

Measures: Fill rate, network margin, change impact

Context: Supplier change notification, regulated components

Scenarios are illustrative. Specific connectors, controls and regulated-workflow design are scoped to each customer environment.

WHAT EACH INDUSTRY NEEDS

Which Supplier Intelligence capabilities matter most to each industry.

Capability	Pharma	Biotech	Chem.	Med dev.	Food, bev.	Cosm., CPG	Semicon.	Aero, def.	Auto, discrete	Process	Distrib., e-com.	General
Supplier record and qualification												
Supplier 360, segmentation and attention flags	●	●	●	●	●	●	●	●	●	●	●	●
Qualified-source eligibility by material and site	●	●	●	●	●	●	●	●	●	●	●	●
Contract manufacturer and toller oversight	●	●	●	·	●	●	·	·	·	●	·	·
Alternate parts and substitute materials	·	·	●	·	·	·	●	●	●	●	·	●
Supplier capacity verification	·	·	·	●	·	●	●	●	●	·	·	·
● every industry ● essential for this industry · optional.												

WHAT EACH INDUSTRY NEEDS, CONTINUED

Capability	Pharma	Biotech	Chem.	Med dev.	Food, bev.	Cosm., CPG	Semicon.	Aero, def.	Auto, discrete	Process	Distrib., e-com.	General
Risk and resilience												
Risk score, heatmap and predicted problems	●	●	●	●	●	●	●	●	●	●	●	●
Time-to-recover, time-to-survive and revenue at risk	●	●	●	●	●	●	●	●	●	●	●	●
Hidden critical suppliers found from BOMs and formulas	●	●	●	●	●	●	●	●	●	●	●	●
Multi-tier network and what-if simulation	●	●	●	●	●	●	●	●	●	●	●	●
Long-lead items and capacity reservations	·	·	·	·	·	·	●	●	●	●	·	●
Scarce supply allocation to customer orders	●	·	·	·	·	·	●	●	●	·	●	●
Official shortage and recall feeds	●	●	·	●	●	●	·	·	·	·	●	·
Restricted sources and origin rules	●	●	·	·	·	·	●	●	●	·	·	·
Counterfeit and unauthorized-source risk	·	·	·	●	·	·	●	●	●	·	·	·
Supplier cyber and information-security status	●	●	●	●	●	●	●	●	●	●	●	●
Supplier sustainability score	●	●	●	●	●	●	●	●	●	●	●	●
● every industry ● essential for this industry · optional.												

WHAT EACH INDUSTRY NEEDS, CONTINUED

Capability	Pharma	Biotech	Chem.	Med dev.	Food, bev.	Cosm., CPG	Semicon.	Aero, def.	Auto, discrete	Process	Distrib., e-com.	General
Quality and compliance												
Quality records, PPM and pattern detection	●	●	●	●	●	●	●	●	●	●	●	●
Certificates with an industry library	●	●	●	●	●	●	●	●	●	●	●	●
PPAP and first-article status	·	·	·	●	·	·	●	●	●	·	·	·
Supplier change notices	●	●	●	●	·	·	●	●	●	●	·	·
End-of-life and obsolescence	·	·	·	●	·	·	●	●	●	·	·	●
Certificate of analysis extraction	●	●	●	·	●	●	·	·	·	●	·	·
Lot trace and regulatory traceability records	●	●	●	●	●	●	●	●	●	●	●	●
Foreign supplier verification	·	·	·	·	●	·	·	·	·	·	·	·
Risk-based device supplier controls	·	·	·	●	·	·	·	·	·	·	·	·
Adverse event to ingredient trace	●	·	·	●	●	●	·	·	·	·	·	·
Export-controlled data handling	·	·	·	·	·	·	●	●	·	·	·	·
Validation accelerator	●	●	·	●	●	●	·	●	·	·	·	·
● every industry ● essential for this industry · optional.												

WHAT EACH INDUSTRY NEEDS, CONTINUED

Capability	Pharma	Biotech	Chem.	Med dev.	Food, bev.	Cosm., CPG	Semicon.	Aero, def.	Auto, discrete	Process	Distrib., e-com.	General
Commercial and performance												
Contracts, clause risk and negotiation copilot	●	●	●	●	●	●	●	●	●	●	●	●
Bid scoring and award recommendation	●	●	●	●	●	●	●	●	●	●	●	●
Index-linked pricing	·	·	●	·	●	·	·	·	·	●	●	●
Capacity and take-or-pay agreements	·	·	●	·	·	·	●	●	●	●	·	·
Rebates and price protection	·	·	●	·	●	●	●	·	·	·	●	●
Delivery and quality scorecards	●	●	●	●	●	●	●	●	●	●	●	●
PO acknowledgment, schedules and ASN	·	·	·	·	·	·	●	●	●	·	●	●
Vendor compliance and chargebacks	·	·	·	·	●	●	·	·	·	·	●	·
Drop-ship supplier performance	·	·	·	·	·	●	·	·	·	·	●	·
Sustainability weighted in award scoring	●	●	●	●	●	●	●	●	●	●	●	●
Supplier warranty claims and cost recovery	●	●	●	●	●	●	●	●	●	●	●	●
Consignment and vendor-managed inventory	·	·	●	·	·	·	·	·	●	●	●	●
Priority-rated orders	·	·	·	·	·	·	·	●	·	·	·	·
● every industry ● essential for this industry · optional.												

HOW EACH INDUSTRY BENEFITS

The same product, configured for the way each industry works, regulated or not.

Pharmaceuticals and biotech

48% of new US drug shortages are sole-source.

Qualified second-source coverage by material and site, before a shortage

CDMO and contract-manufacturer oversight with quality agreements

Official shortage feeds matched to your materials

Supplier change notices assessed before they reach a validated process

Consignment and vendor-managed stock at your sites

Industry figures are cited on the industry research page.

Medical devices

313 million device units were recalled in the first half of 2026.

Risk-based supplier controls with inspection-ready evidence

Lot and PO trace from a supplier event to affected devices

PPAP-style part approval and change notices

End-of-life notices for electronic components

Chemicals and process manufacturing

Feedstock and energy indices move margins month to month.

Landed, quality-adjusted cost per usable unit

Index-linked pricing and capacity or take-or-pay agreements

Toller oversight and make, buy or toll comparison

CoA extraction against your specification

Food and beverage

Traceability records are required by July 2028.

Traceability records for in-scope foods and lots

Foreign supplier verification with reminders

Shelf life and specification conformance at receipt

Rebates and supplier compliance chargebacks

HOW EACH INDUSTRY BENEFITS, CONTINUED

Cosmetics and consumer goods

Serious adverse events must be reported within 15 business days.

Adverse event traced to ingredient lots and suppliers

Ingredient and packaging readiness for launches

Certificate and declaration tracking

Vendor compliance and drop-ship performance

Semiconductors and electronics

92% of the most advanced chipmaking capacity sits in one place.

Multi-tier mapping to fab and assembly sites

Allocation, long-lead and capacity reservations

End-of-life, last-time buys and alternate parts

Change notices with tracked notice periods

Aerospace and defense

Supply failures cost airlines \$11 billion in 2025.

Counterfeit and unauthorized-source checks

First-article and approval status by part

Export-controlled data shared only with authorized suppliers

Restricted-source and origin rules before award

Priority-rated orders flowed down and tracked

Automotive and discrete manufacturing

One missing component cost the auto industry \$210 billion.

Scarce supply allocated to the orders that matter most

PPAP status and supplier capacity verification

PO acknowledgment, schedules and ASN accuracy

Alternate parts and line-down exposure

Warranty cost claimed back from the responsible supplier

Industry figures are cited on the industry research page.

HOW EACH INDUSTRY BENEFITS, CONTINUED**Industrial and electrical equipment**

Power transformers take about 128 weeks to arrive.

Long-lead items with reserved production slots

Lead-time trend alerts months ahead

Capacity commitments tracked against demand

Disruption simulation by product and customer order

Industry figures are cited on the industry research page.

Distribution and e-commerce

Thin margins make every price change and fill-rate miss count.

Supplier price changes and price protection

Rebate tiers tracked and claimed

Fill rate, ASN and vendor compliance chargebacks

Drop-ship and marketplace supplier performance

Consignment and vendor-managed stock with replenishment performance

General manufacturing

Disruptions lasting a month or more arrive every 3.7 years on average.

Supplier 360, risk score and attention flags

Off-contract spend and contract conversion

Bid scoring and award recommendation

Approval queue with evidence on every decision

Sustainability weighted in awards, not just reported

03

How value is created and proven

Four levers create financial value. A measurement method that Finance controls proves it, so the result survives into actual transactions rather than a savings slide.

Four ways to create value
A worked business case
How to quantify it
How Zeak calculates savings

A value case for everyone who has a say
What a better decision looks like
Why the approach is different

FOUR WAYS TO CREATE VALUE

Four levers, each with an example Finance would recognize.

1

Buy better

Find price variance, missed contract terms, index gaps, unclaimed rebates and freight opportunities.

Commodity index down 12%, escalator never triggered: **\$340K a year** on an \$8M category.

Measured by: Purchase-price variance, landed cost, contract leakage

2

Buy usable supply

Count defects, scrap, rework, testing and supplier-caused delay when comparing sources.

Retesting and scrap add 4% to the 'cheap' source: **award reversed** before the contract is signed.

Measured by: Cost of supplier quality, usable yield, OTIF

3

Protect revenue

Trace shortages to production and customer orders, then compare a qualified alternative or recovery plan.

A transfer instead of an expedite keeps **\$1.2M of orders** on time for \$6K.

Measured by: At-risk orders, avoided downtime, service recovery

4

Release cash

See inventory and payment-term effects alongside sourcing economics.

Moving from net 30 to net 60 on \$10M releases about **\$0.8M of working capital**.

Measured by: Inventory exposure, payment terms, working capital

Examples are illustrative. No single percentage is assumed; the customer baseline, feasible actions and Finance validation determine the value case.

A WORKED BUSINESS CASE

A supplier decision improves margin only when the gain survives into actual transactions.

Contribution margin = net revenue – material – freight and duty – quality loss – expedite and disruption cost

Illustrative case: \$50M addressable spend

Source of value

Annual

% of spend

Buy better	Index gap and contract-to-invoice variance on two categories	\$300K	0.60%
Buy usable supply	Quality-adjusted award on one material family	\$120K	0.24%
Protect revenue	Contribution protected on recovered orders	\$150K	0.30%
Less: overlap between measures	A benefit counted in one category only	(\$40K)	

The four rules we apply

- 1. Source economics:** baseline volume × validated change in risk-adjusted landed cost.
- 2. Quality economics:** only scrap, rework, tests and downtime attributable to the supplier change.
- 3. Service and revenue:** protected contribution, not revenue, and never counted twice.
- 4. Working capital:** reported separately from P&L savings.

Finance locks the baseline before the pilot starts and marks each benefit as validated. Nothing is reported as savings until it is.

Gross annualized P&L opportunity

Before implementation and run cost

\$530K

1.06%

Release cash (reported separately)

Payment-term change on selected suppliers

\$2.0M

one-time

Illustration only. A validated 1% improvement on \$50 million of addressable spend equals \$500,000 of gross annualized opportunity, before implementation costs and overlap adjustments.

HOW TO QUANTIFY IT

Six steps, about two weeks, your own numbers.

We don't build your business case on industry averages. In Discover we measure six things with your team, using data you already have, and Finance signs the baseline.

1

Size the spend in scope

Spend and suppliers in the pilot category, by site and entity.

Data: ERP purchase orders and receipts; contract list

2

Measure price leakage

Contract price against PO and invoice price on a sample of lines; off-contract and PO-only spend.

Data: PO lines, invoices, contracts

3

Measure the cost of poor supply

Expedites, premium freight, scrap, rework and retesting attributable to suppliers.

Data: Receipts, quality records, freight invoices

4

Price the exposure

Revenue and margin on open orders that depend on single-source or at-risk materials.

Data: BOMs or formulas, open sales orders, margins

5

Count what is recoverable

Unclaimed rebates, chargebacks, warranty and quality costs suppliers should carry.

Data: Rebate agreements, claims history, quality costs

6

Agree it with Finance

Finance signs the baseline before anything changes; every result is measured against it.

Data: Decision owner and Finance contact

Elapsed time or working time? A shortage that takes five days to resolve may hold one day of work; the rest is waiting. We measure both, because waiting drives the cost of disruption and work drives the cost of effort.

HOW ZEAK CALCULATES SAVINGS

Every saving has a published formula, a source in your data, and a place in Finance's books.

Saving	How it is calculated	Illustrative example	Counted as
Price leakage recovered	$(\text{Paid price} - \text{contract price}) \times \text{quantity}$, on every PO or invoice line where you paid more than agreed	\$8M category; 3% of lines 4% over contract: about \$9,600 a year	P&L saving
Contract conversion	PO-only spend moved under contract $\times$ your own historical saving from contracting similar spend	\$2M PO-only spend $\times$ 5%: \$100,000	P&L saving
Index pass-through	$(\text{Supplier price change} - \text{index change}) \times \text{volume}$, when the index falls and the price does not	Index down 12%, price flat on \$3M: \$360,000 to negotiate	P&L saving
Rebates claimed	Rebate earned at the tier reached – rebate actually claimed	Tier 2 reached, Tier 1 claimed on \$5M: \$50,000	P&L saving
Supplier cost recovered	Scrap, rework, retesting, expedites, warranty and chargebacks attributable to a supplier and recovered from it	\$140,000 attributable; \$90,000 recovered	P&L saving
Cost of poor supply avoided	Baseline expedite, premium freight and quality cost – cost in the measured period, for the suppliers in scope	\$420,000 baseline, \$300,000 measured: \$120,000	P&L saving
Disruption avoided	Contribution margin on orders that would have shipped late – the cost of the recovery chosen	\$1.2M orders at 25% margin, \$6K transfer: \$294,000 protected	Margin protected, reported separately
Working capital released	Change in payment days $\times$ annual spend $\div$ 365, or inventory reduced	Net 30 to net 60 on \$10M: about \$820,000 once	Cash, reported separately

Counted once. When two levers touch the same spend, the saving is counted in one place only.

Net, not gross. Implementation, switching and qualification costs come off before a saving is reported.

Finance-validated. Each figure is marked estimated until Finance confirms it in actual transactions.

Examples are illustrative and use round numbers; they are not Zeak results. Your business case uses the same formulas on your own data.

A VALUE CASE FOR EVERYONE WHO HAS A SAY

The same numbers answer four different questions.

Here is what each person should be able to see before they say yes.

If you want results you can show

Leaders who want lower cost and fewer surprises

Value measured on your own data within weeks

A business case Finance has signed, not a vendor estimate

A clear next step at every stage of the autonomy ladder

If you do the work every day

Buyers, category managers, planners, supplier quality

Less chasing and re-keying from the first week

The supplier's history, risk and contracts ready when you open a decision

Your process stays; the help arrives inside it

If you protect the systems and the controls

IT, controllers, quality, audit

Nothing to build in your ERP, nothing to maintain at every update

Read-only first; nothing is written unless you switch it on

No headcount case; stop at any stage and keep your records

If you sign off the numbers

Finance

Every line of the value case tied to a measured baseline

Each assumption visible and replaceable with your own figure

Costs and value reviewed again at the readout, before any expansion

The value case is never built on fewer people. It is built on prices that hold, supply that arrives, costs recovered from the suppliers who caused them, and decisions made in time. If the pilot does not show value on your own data, you stop, and you keep everything you learned.

WHAT A BETTER DECISION LOOKS LIKE

Same event, different outcome: **the difference is having the consequence on the screen.**

Situation	Typical response today	With Zeak Supplier Intelligence
A price increase A supplier proposes 6% on a \$4M category: \$240K a year.	Accept, or push back on instinct. The clause, the index and the alternatives are in three different places.	The escalator clause is index-linked, and the index is down 9%. A qualified second source is 2% above current price. Counter at flat, with the alternate as leverage.
A late critical material A 10-day slip on a critical material used in three products.	Planning, purchasing and sales investigate separately; the air expedite is booked by default.	14 affected orders (\$1.2M) identified in minutes. Transfer from Plant 1 covers the gap. \$6K instead of \$38K, and every order ships.
A quality hold Incoming material fails specification for the third time this year.	The lot is quarantined. The supplier's cost of quality never reaches the next sourcing review.	Scrap, retesting and downtime are attributed to the supplier. Quality-adjusted, it is 4% more expensive than the runner-up. The next award reflects it.

All figures are illustrative.

WHY THE APPROACH IS DIFFERENT

ERP tells you what happened. **Point tools see one dimension.**
Zeak answers the question you actually asked.

The question	ERP	A point tool	Zeak Supplier Intelligence
What does this 6% increase actually cost us?	Shows the PO price history.	Shows the price against a market index.	Margin effect by product and customer, the contract clause, the index and the qualified alternatives.
What do we miss if this supplier stops?	Lists open POs.	Gives the supplier a risk score.	Days of cover, affected orders and revenue by day, and which alternates are qualified for which site.
Which source is really cheapest?	Lowest invoice price.	Lowest bid in the event.	Lowest landed, quality-adjusted cost that meets qualification and resilience rules.
Did the saving actually happen?	Can't tell; the saving isn't a transaction.	Reports negotiated savings.	Negotiated, implemented and Finance-validated savings, kept separate.

From fragmented supplier signals to an evidence-backed decision: what is happening, what is at stake, what can we do, who must approve it, and what value did we realize?

This comparison describes the intended product approach, not a claim that every listed capability is currently released.

04

How customers start

Start where the economics and the operational pain are visible. Prove one category or material family with your own data, then extend by category, site and workflow.

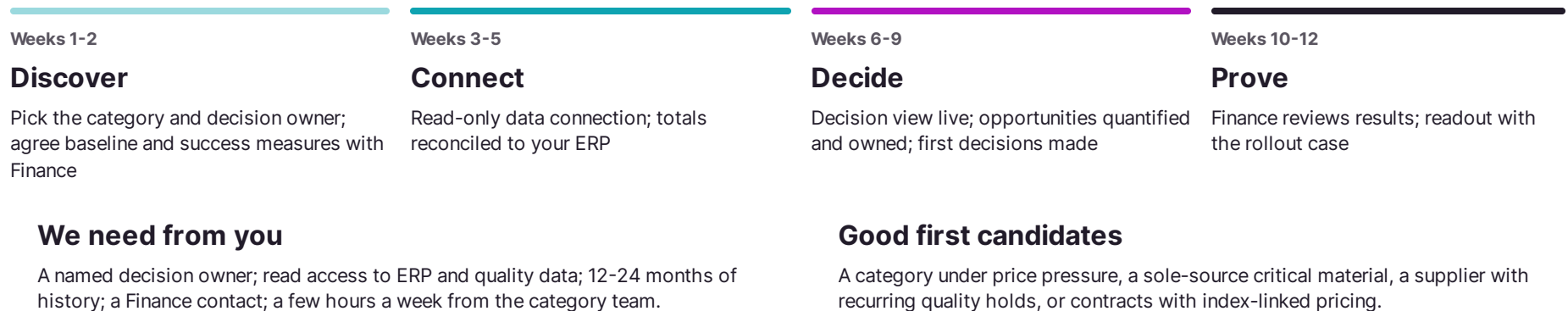
A pilot built around a measurable result
What a pilot delivers
A pilot designed around your team
A controlled path to production
Trust is part of the product
Built for your controls

How we confirm what is built
Who delivers Zeak
Delivery and support
How Supplier Intelligence is delivered
Questions buyers ask
Hard questions, answered plainly

A PILOT BUILT AROUND A MEASURABLE RESULT

One category. **One decision owner. One number Finance agrees to measure.**

A focused pilot shows what the business cannot see today, makes at least one better sourcing or risk decision, and **proves the economics before any larger commitment.**



Timeline is indicative and confirmed during Discover; it depends on data access and scope.

WHAT A PILOT DELIVERS

Prove value before you scale.

A pilot is not a demo. **It ends with results in your own numbers** and a clear case for what to do next.

What you have at the end of a pilot

- 1 A live decision view on your data**
Your category or material family, connected to your ERP and quality records, in use by your team.
- 2 A quantified opportunity register**
Every opportunity found, with its value, the evidence behind it, an owner and a next action.
- 3 A baseline Finance has agreed**
The starting point and the method used to measure against it, set before the pilot begins.
- 4 Decisions made with the new evidence**
At least one sourcing or risk decision taken during the pilot, and what it changed.
- 5 A data and integration map**
What was connected, how well the data reconciled, and what to fix before scaling.
- 6 A readout and rollout case**
What was found, what was realized, and a plan for the next categories or sites.

You see the value in your own numbers before you commit to more.

SELECTED OPPORTUNITIES

Co-investment pilots

For selected opportunities, Zeak can co-invest alongside your organization to demonstrate measurable value before broader adoption.

What we look for

A clear value hypothesis in one category or material family
An executive sponsor and a named decision owner
Data access within the first weeks
Finance involved from the baseline onward
A path to rollout if the value is proven

A PILOT DESIGNED AROUND YOUR TEAM

We design the pilot around how your team works today, and around the people who have to say yes.

We learn your process first

Before we show anything, your team walks us through how supplier decisions run today and what must never break. Your process is the foundation; Zeak is added on top.

We measure the baseline before we build

Prices, delivery, quality cost and cycle times are measured with your team and Finance, so the numbers argue instead of us.

You define failure

We ask what would make the pilot a failure in your eyes, and write your answer into the pilot charter as a success criterion.

You get the risk register first

A one-page pilot risk register, handed over before you ask: data access, validation impact, rollback plan, support model, and what happens when Zeak is wrong.

We backtest on your own history

Zeak runs against the last 6 to 12 months of your records and shows what it would have flagged against what actually happened, before anything goes live.

Your owner approves every gate

A named owner on your side approves each move up the autonomy ladder and can stop the pilot at any point.

A free pilot is never free to the people who run it. It costs your team's time and puts names on a decision. So the pilot starts at Observe or Advise, keeps your process intact, and uses your criteria to decide whether it succeeded.

A CONTROLLED PATH TO PRODUCTION

Each phase ends with evidence you can inspect, not a date on a plan.

1	Discover	Choose one decision journey, owner, category and measurable baseline. Confirm available data and qualified-source rules.	Exit evidence: Signed pilot charter: owner, baseline, success measures	Your team: Decision owner, Finance, IT
2	Connect	Ingest approved supplier, PO, receipt, item and relevant quality data. Reconcile totals, definitions and freshness.	Exit evidence: Reconciliation report: totals match source within agreed tolerance	Your team: IT / data owner
3	Configure	Set roles, dashboards, thresholds, evidence views, approval routes and integration boundaries.	Exit evidence: Configured decision view and approval routes	Your team: Category team
4	Validate	Test decisions with procurement, operations, quality and Finance. Review security, access and audit evidence.	Exit evidence: User acceptance; security and audit evidence pack	Your team: Business users, security
5	Deploy and expand	Launch the approved scope, monitor adoption and value, then extend by category, site and workflow.	Exit evidence: Value report; next category or site case approved	Your team: Sponsor, Finance

Exit criteria are proposed defaults and are agreed with each customer during Discover.

TRUST IS PART OF THE PRODUCT

Six controls that let a CFO, a CISO and a quality head say yes.

Every number is traceable

Every KPI, score and risk value comes from one calculation layer with published formulas, so it reads the same on every screen.

Everything is recorded

Actions, approvals and data changes are logged; retention, testing and validation align with your requirements.

Regulated workflows, including electronic records and signatures, require use-case-specific design and validation. No blanket compliance claim is made here.

Access follows your rules

Four roles decide who can view, edit, approve and configure; anyone not listed is read-only. Entity, site and field-level rules come next.

Your cloud, your controls

Deployed in your cloud with your identity, security and change controls. Hosting and data-handling responsibilities are defined up front.

People approve what matters

Renewals, awards, mitigation plans, reclassifications and corrective actions take effect only when an approver says yes, and never on their own request.

AI within limits

Each rule runs at an autonomy level an admin sets: observe, recommend or execute. Only low-risk actions, such as chasing a certificate, run on their own.

BUILT FOR YOUR CONTROLS

Supplier decisions sit inside your financial controls. **Zeak keeps the evidence your auditors ask for.**

Supplier master data, prices and approvals drive what you pay and what you report, so they fall under internal controls such as SOX. Zeak follows your approval steps and records each one.

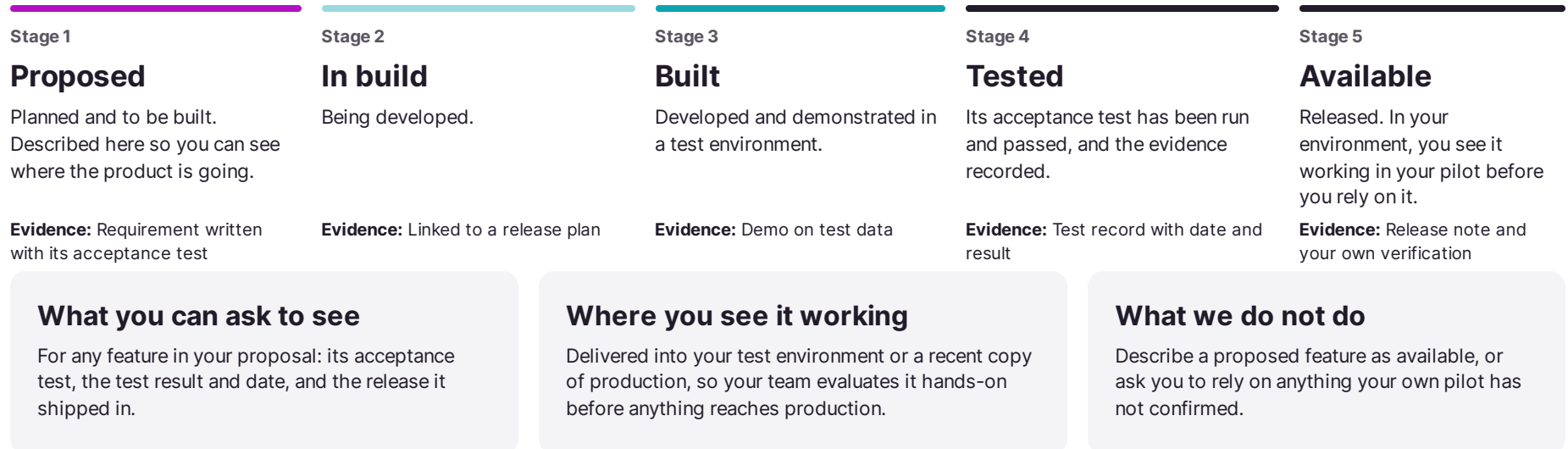
Control	What auditors ask for	How Zeak supports it
Vendor master changes	Who changed a supplier record, when, and who approved it	Supplier changes recorded in an audit history; enrichment fields maintained by authorized roles
Supplier bank details	Verified callback and dual approval before bank details change	Verified callback and dual approval for banking changes
Segregation of duties	Nobody approves their own request	No self-approval; only admins and approvers decide
Approval authority	Approvals routed by value, category and entity	Approver roles, with routing by value, category, tier and entity
Contract and award approval	Awards and renewals approved before they take effect	Renewals, awards and reclassifications apply only after approval
Access reviews	Who can see negotiated prices and banking data	Four roles with an exportable access report and field-level masking
Audit trail	An outsider can follow every decision end to end	Approvals, rules and agent actions logged, with an immutable e-signature trail where required

Zeak supports your controls; it does not make you compliant. Control design and testing remain yours.

HOW WE CONFIRM WHAT IS BUILT

A feature is available only when you can see the evidence.

Every feature in this document has a written acceptance test: the check that shows it does what it says. A proposed feature moves to available only after that test has passed, the evidence is recorded, and it is released.



WHO DELIVERS ZEAK

Built and delivered by people who have run enterprise systems in regulated industries for decades.

Zeak is built and delivered by XcelPros. **Each of our co-founders brings more than 25 years of experience** leading SAP, Oracle and Microsoft Dynamics ERP, CRM and systems integration programs for complex, global organizations.

25+ years each**Enterprise platforms**

ERP, CRM and systems integration across SAP, Oracle and Microsoft Dynamics, from strategy and design through go-live and support.

Regulated by design**Industry depth**

Pharmaceuticals and life sciences, chemicals, food and beverage, cosmetics and consumer goods, and other industries where quality, traceability and validation are not optional.

Shipped, not slideware**Software products**

Complex software products designed, built and released to solve hard problems in highly regulated industries.

One accountable team**Product and delivery**

The people who build Zeak are the people who implement and support it, so decisions are made by those who know the product best.

You work with senior practitioners who have done this before: in your industry, on your platforms, under the controls your auditors expect.

DELIVERY AND SUPPORT

One team, one method, from the first workshop to long-term support.

A unified delivery approach

Product, implementation, integration and support sit in one team under one method, so nothing is lost in hand-offs between vendors.

Outcome first. Every engagement starts from a decision, an owner and a value measure, not a feature list

Prove before scale. One category or site first; expansion only once Finance has seen the result

Your cloud, your controls. Deployed in your environment under your identity, security and change management

Validated where required. Testing and evidence aligned with your quality system in regulated settings

Knowledge transfer. Your administrators are trained to run Zeak day to day

Ongoing success

A named customer success lead, quarterly value reviews with your sponsor and Finance, and scheduled releases tested in your test environment before production.

Response targets, coverage hours and escalation contacts are confirmed in your support agreement.

A tiered support model

Tier 1	Your administrators	Trained on day-to-day configuration, users and targets, with in-product guidance
Tier 2	Zeak support desk	Functional and configuration questions, data and integration issues, how-to guidance
Tier 3	Zeak product engineering	Defects, integration changes and product fixes, with root cause and release notes

Response targets

Severity	Definition	First response
Severity 1	Production unavailable or a critical business process stopped	1 hour
Severity 2	Major function impaired; no reasonable workaround	4 business hours
Severity 3	Function impaired with a workaround	1 business day
Severity 4	Question, minor issue or enhancement request	2 business days

HOW SUPPLIER INTELLIGENCE IS DELIVERED

Prove it first, then extend, in the order your priorities set.

Phase 1

Foundation

The base every capability stands on.

Representative features

Supplier 360 profile

Computed risk score

Portfolio performance scorecard

Governed approval queue

D365 F&O live sync

Standalone mode

Phases are a typical sequence. The order, scope and release of each feature are agreed per customer and confirmed in your proposal. Inclusion does not establish a delivery commitment or date. Every feature is described in chapters 05 and 06.

Phase 2

Connected supply

See and secure supply across tiers.

Representative features

Tiered supply-network map

Scarce supply allocation

Long-lead item and capacity reservations

Alternate parts and substitute materials

PO acknowledgment, schedules and ASN

External shortage and recall feeds

Phase 3

Industry depth

Configured for the way your industry works.

Representative features

Industry starter packs

PPAP and first-article status

Supplier change notices

Regulatory traceability records

Export-controlled data handling

Validation accelerator

Phase 4

Insight and reach

See margin, scenarios and bring suppliers in.

Representative features

Margin bridge

Parametric should-cost models

Portfolio stress-testing sandbox

External signal early warning

External supplier participation

Opportunity register

QUESTIONS BUYERS ASK

The questions we hear first, answered plainly.

Will Zeak replace our ERP or SRM suite?

No. It connects the systems you have and improves the decisions that cross them. Your ERP, QMS and sourcing tools stay the systems of record.

Does every decision require AI?

No. Connected data, clear rules and a governed workflow solve many problems. AI is used where it improves investigation or recommendations, and its output can always be reviewed.

Can we change the formulas?

You set the targets, the RFQ scoring weights and which rules run at which autonomy. Score and risk formulas are fixed and published today, so every number can be explained; configurable models are on the roadmap.

How soon will we see something real?

The pilot is designed to put a live decision view in front of your category team within weeks of data access, and to end with a result Finance has reviewed.

What do you need from IT?

Read access to agreed ERP and quality tables, an environment in your cloud, and your identity provider. Write-back is a later, separately approved step.

Can we start with Microsoft Dynamics 365?

Yes. Zeak already syncs vendors, purchase orders, PO lines and product receipts from D365 F&O, with a connection test and field-mapping view. Your company mapping, access and production readiness are verified during Connect.

Does Zeak work with SAP, Oracle or other platforms?

Yes. Zeak connects to any platform through its integration layer, including SAP, Oracle, Microsoft Dynamics 365, NetSuite, QMS, MES and data platforms. The connections for your environment are confirmed during Connect.

Where does our data live, and what if we stop?

In your cloud. It never needs to leave your environment, and it stays with you if the engagement ends.

How do we avoid another disconnected dashboard?

Begin with a decision and an owner. Every insight links to qualified options, an approver, execution and a measured result.

How do we know it paid for itself?

Finance agrees the baseline up front, implemented actions are tracked, double counting is excluded, and Finance validates realized value.

HARD QUESTIONS, ANSWERED PLAINLY

The questions a careful buyer should ask us, with the limitations stated up front.

Is every feature in this document available today?

No. This overview describes the full Supplier Intelligence capability set. Which features are available in which release is confirmed in your proposal and verified in your pilot before you rely on it.

What happens when Zeak is wrong?

Rules, scores and recommendations can be wrong. That is why Zeak advises before it acts, shows the reasoning and source records behind every flag, logs every accept and reject, and lets you step back a stage at any time.

Does Zeak make us compliant?

No software does. Compliance comes from a validated system used under your procedures. Zeak provides an audit trail, approvals and evidence; validation remains your decision and your responsibility.

Will it work with our version of our ERP?

Connectors are versioned and tested per system and release. We confirm your system, version and customizations in Discover, and start read-only.

What will this cost our team?

Time: a decision owner, a Finance contact, a few hours a week from the category team, and IT for access. We say so up front because a free pilot is never free to the people running it.

Is Zeak a purchasing or sourcing suite?

No. Zeak does not replace your purchasing, invoicing or sourcing-event tools. It connects them and improves the decisions that cross them.

What if we run Zeak standalone?

Then Zeak holds your suppliers, items, orders and contracts, and your team maintains them until a connector is switched on.

Can we stop?

Yes, at any stage, and keep every record. You can export everything in open formats at any time.

05

Features by topic

Every Supplier Intelligence feature, grouped by the job it does for your team: what it does, what you get and the industries it serves. Availability by release is confirmed in your proposal.

Command Center and AI assistant
Suppliers and Supplier 360
Risk and resilience
Quality
Performance
Contracts and negotiation

Sourcing
Spend and savings
Network and collaboration
Agents, workflows and approvals
Integrations, security and administration
Deployment and value

TOPIC 1 OF 12

Command Center and AI assistant

Start every day with what needs a decision, not a report to read.

The Command Center shows the health of your supplier base and the handful of things that need you today. Ask Zeak sits on every screen, ready to answer questions about the data in front of you.

Highlights

- Eight KPI tiles (suppliers, spend, score, OTIF, high-risk suppliers, expiring contracts, open quality records, pending approvals); each person picks and orders their own
- A live insight feed from eight monitoring agents, each insight with its source, severity and a recommended action
- Your approval queue and a personal watchlist of pinned suppliers, contracts, risks and quality records
- Ask Zeak on every screen, plus one-click asks in context: 'Ask about this supplier', 'QBR brief', 'Ask AI what happens'
- Natural-language search across suppliers, contracts, risks and quality records (Cmd+K), with quick filters such as sole source, quality hold and overdue

15 features in this topic

Each is described on the pages that follow.

AI insight feed	Configurable KPI overview	Portfolio exposure index
Autonomous agent roster	Formula transparency	Spend versus impact view
Approval queue & watchlist	Role-based dashboards	Configurable dashboards
Live agent output	Executive value lens	Board-ready executive digest
Natural-language portfolio search	Opportunity register	Personal AI-written digest emails

TOPIC 1 OF 12: FEATURE DETAIL

Command Center and AI assistant

AI insight feed

Your team gets a live feed of insights raised by the monitoring agents, each with its source, severity, a recommended action and a dismiss control, ranked by risk, value at stake and urgency.

What you get: Scarce capacity goes to the opportunities and disruptions with the greatest margin or service impact.

[All industries](#)

Autonomous agent roster

Your team can view each monitoring agent's current state, most recent action, data sources and permitted autonomy level.

What you get: Teams know which agents are active and can control them before an unreliable signal drives a costly action.

[All industries](#)

Approval queue & watchlist

Each user has a personal queue of actions awaiting their approval and a watchlist of suppliers, contracts, risks and quality events.

What you get: Time-sensitive sourcing and risk actions are resolved before delay creates expedite cost or lost orders.

[All industries](#)

Live agent output

Insights are generated from current supplier data, not templates: the monitoring agents run every time the Command Center opens, and anyone can force a fresh run.

What you get: Teams act on refreshed evidence rather than stale recommendations that could erode margin.

[All industries](#)

Natural-language portfolio search

Your team can search suppliers, contracts, risk, quality and sourcing records by intent, with highlighted context.

What you get: Relevant evidence is found faster and manual analysis time falls.

[All industries](#)

Configurable KPI overview

Your team can see the portfolio at a glance on eight KPI tiles: suppliers, current fiscal-year spend, average score, average OTIF, high-risk suppliers, expiring contracts, open quality records and pending approvals. Each person chooses which tiles to show and in what order, and the layout is saved for them.

What you get: Deteriorating suppliers and spend exposure surface sooner, so teams can protect service and margin.

[All industries](#)

Formula transparency

For every KPI, your team can see the formula, inputs, data source and last refresh, and whether each value is sourced, derived or unavailable.

What you get: Sourcing and savings decisions rest on traceable numbers, reducing disputes and false opportunities.

[All industries](#)

Role-based dashboards

Zeak offers default Command Center layouts for category managers, supplier quality, finance, executives and supply-chain leaders.

What you get: Each role reaches its decision faster while shared measures stay consistent.

[All industries](#)

TOPIC 1 OF 12: FEATURE DETAIL (CONTINUED)

Command Center and AI assistant

Executive value lens

Executives can see supplier risks and sourcing opportunities translated into spend, EBITDA, working-capital, revenue-at-risk and production-at-risk views.

What you get: Interventions are prioritized by estimated contribution-margin and continuity impact.

[All industries](#)

Opportunity register

Your team can maintain a governed list of savings, risk-avoidance and supplier-development opportunities with owner, stage, value hypothesis and realized value.

What you get: Supplier insights become accountable actions and tracked financial outcomes.

[All industries](#)

Portfolio exposure index

One enterprise figure for total revenue at risk across all suppliers, trended monthly and broken down by category, site and product.

What you get: Resilience investment is directed and tracked like any other business measure.

[All industries](#)

Spend versus impact view

A chart plots every supplier by annual spend against revenue at risk, with a Hidden criticals list ranked by impact-to-spend ratio (revenue at risk divided by annual spend).

What you get: Supplier reviews start with impact, not spend.

[All industries](#)

Configurable dashboards

Users assemble dashboards from approved measures, filters and visualizations and save personal views; administrators publish governed role views.

What you get: Margin, quality and service measures reach each decision owner.

[All industries](#)

Board-ready executive digest

Zeak generates a concise leadership summary of portfolio health, major risks, value at stake, decisions required and progress against mitigation actions.

What you get: Resources go to the issues with the largest financial or continuity effect.

[All industries](#)

Personal AI-written digest emails

Your team can receive a daily or weekly AI-written summary of changes across their watchlist, categories, pending approvals and unresolved supplier actions.

What you get: Attention goes to the exceptions that need action rather than monitoring screens.

[All industries](#)

TOPIC 2 OF 12

Suppliers and Supplier 360

Everything you know about a supplier, and everything that depends on it, on one screen.

One searchable list tells you which suppliers need attention and why. One profile per supplier brings performance, risk, quality, contracts and dependencies together before any negotiation or review.

Highlights

- Supplier list with search, filters, CSV export and a plain-language attention flag on every supplier that needs one
- Kraljic portfolio matrix: strategic, leverage, bottleneck and routine, computed from Pareto spend and risk
- Supplier 360 header: score, risk, spend, OTIF, open POs and revenue exposure, with change against the prior period
- Digital-twin dependency chain from supplier to material, BOM, product, plant and revenue, with a coverage-gap warning
- Relationship timeline, certifications (valid, expiring, expired) and full audit history
- Fields your ERP does not hold (tier, sites, sole source, revenue exposure, qualification) maintained in Zeak

19 features in this topic

Each is described on the pages that follow.

Supplier list**Kraljic portfolio matrix****Supplier 360 profile****Supplier enrichment fields****Attention flags****Suppliers outside the ERP****Computed dependency chain****Qualified source eligibility****Qualified alternative readiness****Multi-entity consolidated supplier view****Supplier onboarding****Master-data governance****Supplier self-service portal****Peer benchmarking****Alternate parts and substitute materials****Contract manufacturer and toller oversight****Supplier capacity verification****Impact-based segmentation****Critical item discovery**

TOPIC 2 OF 12: FEATURE DETAIL

Suppliers and Supplier 360

Supplier list

Your team can find any supplier in seconds: search by name, ID, category or site, filter by category, segment and risk, sort any column (fiscal-year spend first by default) and export the filtered list. The header shows total, active and flagged suppliers.

What you get: Less investigation time, and no action taken on the wrong supplier or entity.

[All industries](#)

Kraljic portfolio matrix

Zeak segments suppliers into Strategic, Bottleneck, Leverage and Routine using spend and risk, with the same inputs in every view.

What you get: Management effort goes where supply failure or pricing leverage matters most.

[All industries](#)

Supplier 360 profile

Every supplier has one profile: badges for segment, tier, category, certification and location; a KPI strip with score, risk, spend, OTIF, open POs and revenue exposure (with change against the prior period); a dependency chain, relationship timeline, risk gauge, certifications and audit history; plus Performance, Quality and Contracts & negotiation tabs.

What you get: The complete relationship is visible before negotiation, recovery or award decisions.

[All industries](#)

Supplier enrichment fields

Your team can maintain what the ERP does not hold: category, tier, sites, sole-source flag, revenue exposure, qualification status, financial risk and segment override.

What you get: Scores and segments reflect what your buyers actually know about each supplier.

[All industries](#)

[All industries](#)

Attention flags

Every supplier that needs attention carries one plain-language flag explaining why: high risk, sole source with 10% or more of spend, 20% or more of spend, OTIF below 85%, or an expired certification.

What you get: Buyers see immediately which suppliers need a conversation and why.

[All industries](#)

Suppliers outside the ERP

Your team can add suppliers that are not yet in the ERP, such as prospects or new bidders, and manage them alongside synced suppliers.

What you get: Prospective suppliers can be scored, compared and invited to bid from day one.

[All industries](#)

Computed dependency chain

Zeak computes supplier to material to BOM/formula to product to plant to customer/revenue dependencies from live master and transactional data.

What you get: Revenue and margin exposure is identified before a supplier disruption spreads.

[All industries](#)

Qualified source eligibility

Authorized users maintain approved-source eligibility by material and site, with effective dates and restrictions. Zeak blocks recommendations that break qualification rules.

What you get: Only feasible sources are compared, avoiding invalid awards, requalification delay and quality loss.

[All industries](#)

Qualified alternative readiness

Your team can review alternate-source eligibility by material, site, specification, capacity and effective date.

What you get: False continuity assumptions are avoided and workable recovery options chosen.

TOPIC 2 OF 12: FEATURE DETAIL (CONTINUED)

Suppliers and Supplier 360

Multi-entity consolidated supplier view

Zeak rolls up a supplier that serves multiple legal entities into one enterprise relationship, spend, risk and leverage view with drill-down to entity and site.

What you get: Negotiations use total spend and shared supplier concentration is addressed.

[All industries](#)

Supplier onboarding

A governed onboarding workflow captures legal, tax, banking, category, site, quality and risk data, with required fields and approvals.

What you get: Usable suppliers are onboarded faster, avoiding emergency purchases and payment exceptions.

[All industries](#)

Master-data governance

Zeak detects duplicate suppliers, inconsistent legal entities, stale banking or contact records and parent-child relationships, and routes remediation.

What you get: Negotiation leverage and supplier dependence are seen accurately enough to act.

[All industries](#)

Supplier self-service portal

Permitted suppliers maintain profile data, upload certifications, respond to RFQs, view their scorecards and acknowledge actions within scoped access.

What you get: Data is more current and buyer time moves to savings and continuity work.

[All industries](#)

Peer benchmarking

Zeak benchmarks cost, quality and delivery performance against anonymized category peers where statistically valid.

What you get: Underperforming suppliers are identified and improvement or negotiation discussions are stronger.

[All industries](#)

Alternate parts and substitute materials

Your team can maintain approved substitutes by item (form, fit and function), with qualification status by site, and see them as recovery options when supply is at risk.

What you get: Recovery options are ready before a shortage starts.

[Semiconductors and electronics, Automotive and discrete, Aerospace and defense, General manufacturing, Chemicals, Process manufacturing](#)

Contract manufacturer and toller oversight

Contract manufacturers, CDMOs and tollers are managed with capacity, batch performance, quality agreement status, open deviations and cost per batch.

What you get: Outsourced supply is managed as closely as your own plants.

[Pharma, Biotech, Chemicals, Cosmetics and CPG, Food and beverage, Process manufacturing](#)

Supplier capacity verification

New-program suppliers demonstrate capacity (for example a run at rate) before launch, and the result is recorded against the program.

What you get: Launch risk from supplier capacity is found before launch.

[Automotive and discrete, Aerospace and defense, Semiconductors and electronics, Medical devices, Cosmetics and CPG](#)

Impact-based segmentation

Suppliers are segmented by revenue at risk and survival gap as well as spend, with a Hidden critical segment for low-spend suppliers whose failure would stop production.

What you get: Low-spend, high-impact suppliers get the attention their impact deserves.

[All industries](#)

Critical item discovery

Zeak scans BOMs and formulas for single-source inputs with long qualification times that feed high-revenue products, and flags them automatically regardless of spend.

What you get: The 10-cent part that can stop a product line is found before it does.

[All industries](#)

TOPIC 3 OF 12

Risk and resilience

See what could go wrong in the next 90 days, and what it would cost, before it happens.

One risk number per supplier, calculated the same way everywhere, feeds a heatmap, a ranked list of predicted problems and a simulation of what happens if a supplier stops.

Highlights

- One 0-100 risk score from eight published inputs, with its drivers and the change since last quarter
- Heatmap across six categories: geopolitical, financial, delivery, quality, concentration and compliance
- Ranked predicted problems over 90 days, each with probability, reasoning, evidence and a recommended action
- Mitigation plans and risk reclassifications raised from any prediction and routed for approval
- Credit watch: suppliers whose financial signal reaches 60 or more are flagged and asked for statements

25 features in this topic

Each is described on the pages that follow.

Portfolio risk heatmap	External signal early warning	Counterfeit and unauthorized-source risk
Predicted risk events	Auto-drafted business continuity plans	Scarce supply allocation
Computed risk score	Supplier carbon footprint estimation	Restricted sources and origin rules
Risk reclassification requests	Responsible-sourcing declarations tracker	Supplier sustainability score
Disruption simulation	ESG & responsible-sourcing risk	Survival gap and revenue at risk
Financial health monitoring	Tariff & geopolitical exposure	Live time-to-survive
Critical-material multi-source coverage	Time-to-recover and time-to-survive	Gap-closing playbooks
Risk playbooks	Supplier cyber and information-security status	
Portfolio stress-testing sandbox	External shortage and recall feeds	

TOPIC 3 OF 12: FEATURE DETAIL

Risk and resilience

Portfolio risk heatmap

Zeak shows every supplier across six risk categories (geopolitical, financial, delivery, quality, concentration and compliance), colored green, amber or red, so concentrations stand out and the riskiest suppliers are listed first.

What you get: Teams target the exposures most likely to threaten production and contribution margin.

[All industries](#)

Predicted risk events

Your team sees a ranked list of problems predicted over the next 90 days, each with its probability, the reasoning and evidence behind it, and a recommended action that can be turned into a mitigation plan.

What you get: Mitigation starts earlier, avoiding shortage, expedite and service cost.

[All industries](#)

Computed risk score

Zeak calculates one risk score (0-100) per supplier from country exposure, sole-source concentration, spend share, delivery shortfall, quality, open high-severity issues, the financial signal and certification status. The same number appears on every screen, with its drivers and the change since last quarter.

What you get: Mitigation resources go to comparable, evidence-based priorities.

[All industries](#)

Risk reclassification requests

When a supplier's risk no longer matches its segment, anyone can request a reclassification; the Supply Risk Monitor recommends a review when risk reaches 70 or more.

What you get: High-risk suppliers get strategic-level management before a problem, not after.

[All industries](#)

[All industries](#)

Disruption simulation

Your team can simulate the loss of a supplier or lane using actual dependencies and inventory coverage, producing a day-by-day production and service impact timeline.

What you get: Recovery options are compared using estimated inventory, production and customer-order impact.

[All industries](#)

Financial health monitoring

Zeak ingests credit, liquidity and financial-health signals from approved external providers and feeds governed risk rules.

What you get: Alternate supply is prepared before a failure causes downtime or emergency buying.

[All industries](#)

Critical-material multi-source coverage

Your team can measure qualified second-source coverage for critical materials by site and flag single-source and single-region exposure.

What you get: Second-source investment goes where it most protects supply and margin.

[All industries](#)

Risk playbooks

Your team can attach predefined mitigation playbooks (expedite, alternate source, safety stock, substitution, contract action, supplier recovery) to risk types and route approvals.

What you get: Teams move faster from risk signal to a coordinated, lower-cost mitigation.

[All industries](#)

Portfolio stress-testing sandbox

Your team can run one scenario (a regional weather event, port closure or shared sub-tier shortage) across multiple suppliers and categories and calculate enterprise-wide supplier, inventory and operational exposure.

What you get: Portfolio-wide exposure is estimated and resilience investment prioritized.

TOPIC 3 OF 12: FEATURE DETAIL (CONTINUED)

Risk and resilience

External signal early warning

Zeak ingests news, weather, port-congestion and geopolitical-risk signals, maps them to supplier locations and lanes, and raises evidence-linked alerts before ERP delivery performance deteriorates.

What you get: Teams gain time to reroute, buffer or source before production and margin are hit.

All industries

Auto-drafted business continuity plans

For sole-source and other critical suppliers, Zeak drafts and continuously refreshes a continuity plan with backup-source options, inventory-buffer targets, owners and activation triggers.

What you get: Executable response options stay ready for critical materials.

All industries

Supplier carbon footprint estimation

Zeak estimates Scope 3 emissions by supplier and shipment and rolls them into portfolio carbon views with transparent assumptions and data-quality flags.

What you get: Supplier emissions are compared without confusing estimates with verified data.

All industries

Responsible-sourcing declarations tracker

Your team can track responsible-sourcing attestations such as conflict-minerals declarations with owners, renewal dates, evidence and escalation.

What you get: Documentation gaps that could restrict sourcing or sales shrink.

Semiconductors and electronics, Automotive and discrete, Aerospace and defense, Cosmetics and CPG, General manufacturing

ESG & responsible-sourcing risk

Your team can track sustainability, labor, human-rights and responsible-sourcing signals as a governed risk dimension.

What you get: Upstream exposure is identified early, avoiding costly sourcing interruptions or remediation.

All industries

Tariff & geopolitical exposure

Your team can map country of origin, trade lane, tariff/duty assumptions and geopolitical risk to suppliers and materials, and scenario-test changes.

What you get: Sourcing and pricing responses are modeled before cross-border changes compress margin.

All industries

Time-to-recover and time-to-survive

For each critical supplier, site and material, Zeak holds the time to recover full supply after a disruption and calculates how long you can keep meeting demand without it.

What you get: You see which suppliers can actually stop you, measured in weeks, not opinions.

All industries

Supplier cyber and information-security status

Zeak records each supplier's security ratings, questionnaires and required cybersecurity certifications, and shows which suppliers hold your data or system access.

What you get: Security exposure in the supply base is visible and managed.

All industries; essential for aerospace and defense, semiconductors and electronics, medical devices, pharma

TOPIC 3 OF 12: FEATURE DETAIL (CONTINUED)

Risk and resilience

External shortage and recall feeds

Zeak matches official shortage and recall sources (for example FDA drug shortages and recall databases) to your materials and suppliers and raises alerts with the source attached.

What you get: Earlier warning from sources regulators already publish.

Pharma, Biotech, Medical devices, Food and beverage, Cosmetics and CPG, Distribution and e-commerce

Counterfeit and unauthorized-source risk

Purchases of controlled parts from non-authorized sources are flagged, and provenance evidence is required before acceptance.

What you get: Suspect parts are stopped before they reach production.

Aerospace and defense, Semiconductors and electronics, Medical devices, Automotive and discrete

Scarce supply allocation

When supply of a material falls short, Zeak ranks the affected customer orders by contribution margin, contract penalties and customer priority, and recommends how to allocate what is available.

What you get: Scarce supply goes where it protects the most revenue and the most important customers.

Automotive and discrete, Semiconductors and electronics, Aerospace and defense, Pharma, Distribution and e-commerce, General manufacturing

Restricted sources and origin rules

Customer-, contract- or government-mandated restrictions on sources, countries of origin and materials are checked before an award or PO.

What you get: Awards stay within the rules your contracts impose.

Aerospace and defense, Semiconductors and electronics, Automotive and discrete, Pharma, Biotech

Supplier sustainability score

Each supplier gets a sustainability score from carbon data, responsible-sourcing declarations and certifications, with data quality shown so estimates are never confused with verified figures.

What you get: Sustainability becomes a comparable, explainable supplier attribute.

All industries

Survival gap and revenue at risk

Zeak calculates the survival gap (time-to-recover minus time-to-survive) and the revenue at risk (gap in weeks times the weekly revenue of every dependent product), and alerts when a gap opens or widens.

What you get: Exposure is priced in revenue, and you are warned while there is still time to act.

All industries

Live time-to-survive

Time-to-survive is recalculated daily from on-hand and in-transit stock, open purchase orders, demand and qualified alternate capacity.

What you get: The survival figure is always current, not a once-a-year estimate.

All industries

Gap-closing playbooks

For each node with a survival gap, Zeak compares the options and their cost: buffer stock sized to close the gap, qualifying a second source, a long-term agreement with reserved capacity, or a design or formula substitute.

What you get: Each hidden critical gets a costed, approved plan.

All industries

TOPIC 4 OF 12

Quality

Buy usable supply, not just cheap supply.

Every NCR, SCAR, CAPA and defect record across every supplier in one queue, with patterns detected automatically and quality cost flowing into score and risk.

Highlights

- Create, update and close NCRs, SCARs, CAPAs and PPM records, with severity, due date, component and defect quantity
- Cross-supplier record queue with overdue records flagged
- Automatic pattern detection: three NCRs on one supplier in 14 days produce a draft SCAR for review
- Incoming PPM ranking against your ceiling (default 500 PPM)
- Certificates chased automatically 60 days before they expire

24 features in this topic

Each is described on the pages that follow.

Certification & document expiry tracking	Regulatory change monitoring agent	End-of-life and obsolescence notices
Cross-supplier quality queue	Electronic approval & audit trail	Adverse event to ingredient trace
PPM ranking & thresholds	Supplier qualification & audits	Industry certification library
AI quality pattern detection	Lot / PO supplier trace	Regulatory traceability records
Certificate & compliance expiry	Incoming quality reliability	PPAP and first-article status
Closed-loop CAPA / SCAR	Cost of supplier quality	Foreign supplier verification
Supplier change impact	Certificate of analysis extraction	Risk-based device supplier controls
Batch / lot genealogy trace-back	Supplier change notices	Supplier warranty claims and recovery

TOPIC 4 OF 12: FEATURE DETAIL

Quality

Certification & document expiry tracking

Your team can track certifications, GMP status, insurance certificates and related documents with expiry dates, owners, reminders and supplier follow-up, separate from contract expiry.

What you get: Supply stays eligible and compliance-driven interruptions are avoided.

[All industries](#)

Cross-supplier quality queue

Zeak consolidates open NCRs, SCARs, CAPAs and defect/PPM records across suppliers, filterable by severity and owner.

What you get: Defects are contained sooner, reducing scrap, rework and production interruption.

[All industries](#)

PPM ranking & thresholds

Your team can rank supplier defect rates against configurable category and site ceilings and see trend-to-limit warnings.

What you get: Teams intervene before quality deterioration increases unusable material cost.

[All industries](#)

AI quality pattern detection

Zeak spots recurring problems for you: three or more NCRs on one supplier within 14 days are flagged as a pattern and turned into a draft corrective-action request (SCAR) for review and approval.

What you get: Common causes are addressed, reducing repeat testing, scrap and downtime.

[All industries](#)

Certificate & compliance expiry

Your team can track certifications, licenses, insurance and GMP/quality documents with expiry dates, supplier reminders and escalation.

What you get: Evidence is renewed before it blocks supply or forces an emergency alternative.

[All industries](#)

Closed-loop CAPA / SCAR

Your team can track corrective action from issuance through investigation, evidence, due dates, effectiveness check and closure.

What you get: Durable supplier fixes are verified and the recurring cost of poor quality is avoided.

[All industries](#)

Supplier change impact

Your team can assess a proposed supplier, site or material change against quality status, inventory, production and orders.

What you get: Unplanned requalification, inventory loss and customer disruption are avoided.

[All industries](#)

Batch / lot genealogy trace-back

From a supplier quality event, users trace affected purchase orders, received lots and connected production batches forward and backward for containment and recall decisions.

What you get: Quality events are contained precisely, limiting scrap and disruption.

[Pharma, Biotech, Medical devices, Food and beverage, Cosmetics and CPG, Automotive and discrete, Aerospace and defense](#)

Regulatory change monitoring agent

Zeak monitors regulatory changes by geography and category and flags affected suppliers, materials, certificates or contract obligations with cited evidence.

What you get: Affected suppliers are identified sooner and compliance delays fall.

[All industries](#)

Electronic approval & audit trail

Zeak records immutable approval history and e-signature controls for regulated supplier-quality decisions where required.

What you get: Source eligibility is protected and delays caused by unreviewable decisions are avoided.

[Pharma, Biotech, Medical devices, Food and beverage, Cosmetics and CPG, Aerospace and defense](#)

TOPIC 4 OF 12: FEATURE DETAIL (CONTINUED)

Quality

Supplier qualification & audits

Your team can plan qualification, initial and periodic audits, findings, risk rating, approved status and requalification by material and site.

What you get: Sourcing uses eligible suppliers, reducing quality holds and costly switches.

Pharma, Biotech, Medical devices, Food and beverage, Cosmetics and CPG, Aerospace and defense, Automotive and discrete, Semiconductors and electronics, Chemicals

Lot / PO supplier trace

Your team can link quality events and receiving results to supplier, PO, material, lot/batch and affected production.

What you get: Affected inventory is limited and recovery of supplier-caused quality cost is supported.

All industries

Incoming quality reliability

Your team can measure CoA/spec conformance, incoming inspection pass rate and release lead time by supplier, material and site.

What you get: Awards are made on effective cost per usable unit, improving gross margin.

All industries

Cost of supplier quality

Zeak quantifies scrap, rework, testing, downtime, returns, premium freight and investigation cost attributable to supplier quality.

What you get: Sources are selected on quality-adjusted total cost rather than invoice price alone.

All industries

Certificate of analysis extraction

Supplier certificates of analysis are read automatically, results are extracted and compared with your specification, and out-of-spec or missing tests are flagged.

What you get: Faster release and fewer missed out-of-spec results.

Pharma, Biotech, Chemicals, Food and beverage, Cosmetics and CPG, Process manufacturing

Supplier change notices

Supplier-initiated change notices (process, site, material, formulation) are received, assessed for impact and approved before the change reaches production, with industry notice periods tracked.

What you get: Changes are assessed before they affect your products or customers.

Semiconductors and electronics, Automotive and discrete, Aerospace and defense, Medical devices, Pharma, Biotech, Chemicals, Process manufacturing

End-of-life and obsolescence notices

Your team can record supplier end-of-life notices with last-time-buy dates, affected products and remaining demand, and is alerted before the last-time-buy date.

What you get: Last-time buys are planned, not discovered.

Semiconductors and electronics, Aerospace and defense, Automotive and discrete, Medical devices, General manufacturing

Adverse event to ingredient trace

A reported adverse event links to the ingredient lots, suppliers and other affected products behind it.

What you get: Reporting deadlines are achievable because the trace is already there.

Cosmetics and CPG, Pharma, Medical devices, Food and beverage

Industry certification library

Standard supplier certificate types per industry (quality, safety, export and sector-specific schemes) are available out of the box and checked automatically against source

eligibility.

What you get: Eligibility checks reflect your industry's rules from day one.

All industries

TOPIC 4 OF 12: FEATURE DETAIL (CONTINUED)

Quality

Regulatory traceability records

Zeak keeps the traceability records each regime requires (for example the FDA Food Traceability Rule's key data elements, drug supply-chain records and device identifiers) for the materials, lots and suppliers in scope.

What you get: Traceability becomes ready-to-share compliance evidence instead of a scramble.
[Food and beverage](#), [Pharma](#), [Biotech](#), [Medical devices](#), [Distribution and e-commerce](#)

PPAP and first-article status

Your team can see each part's production part approval and first-article inspection status by supplier and site, and is warned before an unapproved part ships to production.

What you get: No unapproved part reaches the line unnoticed.
[Automotive and discrete](#), [Aerospace and defense](#), [Semiconductors and electronics](#), [Medical devices](#)

Foreign supplier verification

For each foreign food supplier, hazard analysis, verification activities and their evidence are tracked, with reminders before re-verification is due.

What you get: Verification is current and evidenced for every foreign supplier.
[Food and beverage](#)

Risk-based device supplier controls

Medical-device suppliers are classified by the risk of what they supply, with evaluation, controls and evidence proportionate to that risk.

What you get: Supplier oversight effort matches risk, and the evidence is ready for inspection.
[Medical devices](#)

Supplier warranty claims and recovery

Field failures and warranty claims are traced to the supplier and part responsible, and the supplier's share is claimed, tracked and recovered against your warranty agreement.

What you get: Supplier-caused warranty cost comes back to you and drives the next sourcing decision.
[Automotive and discrete](#), [Aerospace and defense](#), [Semiconductors and electronics](#), [Medical devices](#), [General manufacturing](#)

TOPIC 5 OF 12

Performance

Delivery conversations that start from facts both sides can check.

On-time, in-full, OTIF and lead time are calculated from your actual order and receipt dates, and every supplier's score uses a published formula.

Highlights

- Portfolio scorecard for OTIF, PPM and lead time against your targets, with six fiscal quarters of trend
- Supplier performance tab with monthly trends and an AI root-cause narrative you can regenerate
- Overall score: 45% OTIF, 30% quality, 25% inverse risk, the same on every screen
- OTIF early warning when a supplier drops below 85% or falls 5 points in 90 days
- One-click QBR brief from any supplier profile

13 features in this topic

Each is described on the pages that follow.

Portfolio performance scorecard

Configurable weighting

Drop-ship supplier performance

Supplier performance tab

Performance trend alerts

Replenishment performance for VMI suppliers

Transparent supplier score

Supplier development plan

Reviews scheduled by impact

Delivery metrics from real dates

Service-to-margin linkage

Business review pack

Vendor compliance and chargebacks

TOPIC 5 OF 12: FEATURE DETAIL

Performance

Portfolio performance scorecard

Your team sees how the whole supplier base performs against your targets: portfolio OTIF, PPM and lead time, with six fiscal quarters of trend plotted against the OTIF target, PPM ceiling and lead-time target.

What you get: Supplier improvements that protect service and reduce avoidable cost are prioritized.

[All industries](#)

Supplier performance tab

Your team can view supplier-level OTIF, defect rate, lead time, fill rate, invoice accuracy and responsiveness, with a root-cause narrative.

What you get: Reviews are fact-based and teams act earlier on delivery or quality decline.

[All industries](#)

Transparent supplier score

Every supplier gets one overall score (0-100) that blends 45% OTIF, 30% quality and 25% inverse risk, with a documented rule for suppliers that have no delivery history yet.

What you get: Your team can defend every score in a supplier review because the formula is published.

[All industries](#)

Delivery metrics from real dates

On-time, in-full, OTIF and lead time are calculated from actual purchase-order and receipt dates and quantities, never typed in by hand.

What you get: Delivery conversations start from facts both sides can check.

[All industries](#)

Zeak translates supplier OTIF and lead-time failures into expedites, inventory buffers, lost production or revenue-at-risk when data is available.

What you get: Teams address the service failures with the greatest revenue and contribution impact.

[All industries](#)

Business review pack

Zeak generates evidence-backed supplier business review packs with scorecard, risks, open actions, contracts and opportunity pipeline.

What you get: Review time is spent negotiating improvement and value rather than preparing slides.

[All industries](#)

Configurable weighting

Administrators can configure category-specific scorecard weights and threshold policies with governance and effective dates.

What you get: Suppliers are ranked by actual operating and financial consequence.

[All industries](#)

Performance trend alerts

Zeak alerts when lead time, OTIF, defect rate, fill rate or responsiveness deteriorates beyond policy thresholds.

What you get: Teams respond before changes become expedites, scrap or missed orders.

[All industries](#)

Supplier development plan

Your team can create joint improvement plans with actions, owners, due dates, milestones and expected value, linked to scorecard movement.

What you get: Findings connect to owned improvements, and service or quality gains are verified.

[All industries](#)

Service-to-margin linkage

TOPIC 5 OF 12: FEATURE DETAIL (CONTINUED)

Performance

Vendor compliance and chargebacks

Vendor compliance violations (labeling, routing, ASN, packaging) are recorded with the chargeback raised and recovered.

What you get: Handling costs caused by vendors are recovered and trend down.

[Distribution and e-commerce](#), [Cosmetics and CPG](#), [Food and beverage](#)

Drop-ship supplier performance

Drop-ship and marketplace suppliers are measured on ship time, cancellations, defects and returns, per channel.

What you get: The suppliers who hurt customer ratings are found and managed.

[Distribution and e-commerce](#), [Cosmetics and CPG](#)

Replenishment performance for VMI suppliers

Vendor-managed suppliers are measured against agreed minimum and maximum levels: stockouts, overstock days, replenishment lead time and forecast accuracy.

What you get: VMI suppliers are held to the levels that protect availability without tying up space or cash.

[Distribution and e-commerce](#), [Process manufacturing](#), [Chemicals](#), [General manufacturing](#), [Automotive and discrete](#)

Reviews scheduled by impact

Supplier reviews are scheduled by revenue at risk and survival gap as well as spend, so hidden criticals are reviewed even though they never reach the top-spend list.

What you get: Every supplier that can stop you is reviewed on a set cadence.

[All industries](#)

TOPIC 6 OF 12

Contracts and negotiation

Never be surprised by a renewal, and never negotiate without the numbers.

Contract terms, risky clauses and renewals in one place, with a negotiation copilot that turns spend, bids and performance into a target price and a walk-away position.

15 features in this topic

Each is described on the pages that follow.

Contract expiry tracking

Clause risk extraction

Renewal workflow

AI negotiation copilot

Contract records

Live market index linking

Parametric should-cost models

Negotiation session capture

Contract lifecycle management

D365 terms write-back

Index-linked pricing monitor

Tariff / duty clause intelligence

Negotiation memory

Rebate and volume-tier tracking

Capacity and take-or-pay agreements

Highlights

- Contracts expiring within 90 days flagged with annual value at stake and an 'Ask Zeak for a renewal plan' action
- Upload a contract for AI clause extraction with a risk rating per clause
- Renewals proposed, approved and only then applied to the contract
- Negotiation copilot: target price, should-cost, walk-away position and BATNA
- Contract records with value, dates, owner, payment terms and notice period that drive off-contract checks

TOPIC 6 OF 12: FEATURE DETAIL

Contracts and negotiation

Contract expiry tracking

Your team can track contract end date, owner, value at stake and renewal window, with configurable alerts.

What you get: Leverage is preserved and avoidable price increases or service gaps are prevented.

[All industries](#)

Clause risk extraction

Zeak extracts and classifies clauses such as force majeure, lead-time SLA, termination, pricing and volume commitments, with risk flags.

What you get: Terms that could shift tariff, supply or liability costs onto the business are spotted.

[All industries](#)

Renewal workflow

Zeak proposes renewal actions and term changes based on supplier performance, risk and current business dependency.

What you get: Teams negotiate or re-source using current evidence, improving terms and continuity.

[All industries](#)

AI negotiation copilot

Zeak calculates target price, should-cost, walk-away position and BATNA from bid history, indices, supplier economics and alternative sources.

What you get: Buyers prepare defensible targets and concessions that improve risk-adjusted cost.

[All industries](#)

Contract records

Your team can create, edit and retire contracts with value, dates, owner, payment terms, notice period and clauses, and download the original document again at any time.

What you get: Every expiry, clause and payment term is in one place and feeds spend and renewal alerts.

[All industries](#)

Live market index linking

Your team can link categories and suppliers to commodity, input-cost or freight indices so negotiation positions and should-cost evidence refresh as markets move.

What you get: Positions reset on current market evidence and margin is protected.

[Chemicals, Process manufacturing, Food and beverage, Distribution and e-commerce, General manufacturing](#)

Parametric should-cost models

Your team can build category-specific, transparent cost models for material, labor, overhead, logistics and supplier margin; every input used by the negotiation copilot is exposed.

What you get: Negotiations start from transparent cost drivers with better total-cost targets.

[All industries](#)

Negotiation session capture

Your team can submit negotiation notes or transcripts; Zeak extracts commitments, concessions and open items and updates the negotiation position and follow-ups.

What you get: Agreed concessions are preserved and savings follow-through happens.

[All industries](#)

Contract lifecycle management

Your team can redline, compare versions, route approvals and e-sign, beyond clause visibility alone.

What you get: Contracting delays shorten and commercial value leakage falls.

[All industries](#)

D365 terms write-back

Zeak writes approved pricing and terms into Dynamics 365 purchase agreements with a source contract reference.

What you get: Approved terms reach transactions and savings realization improves.

[All industries](#)

TOPIC 6 OF 12: FEATURE DETAIL (CONTINUED)

Contracts and negotiation

Index-linked pricing monitor

Your team can compare contract escalators with commodity, energy and freight indices and flag repricing or clawback opportunities.

What you get: Price reviews happen on time and gross margin is protected from missed resets.

[Chemicals](#), [Process manufacturing](#), [Food and beverage](#), [Distribution and e-commerce](#), [General manufacturing](#)

Tariff / duty clause intelligence

Your team can identify tariff, duty, origin and change-in-law allocation clauses and quantify current value at stake.

What you get: Exposure is identified and renegotiated or re-sourced before margin erodes.

[All industries](#)

Negotiation memory

Your team can store prior positions, concessions, supplier claims, award logic and outcomes by category and supplier for reuse.

What you get: Leverage is preserved and costly concessions are not repeated.

[All industries](#)

Rebate and volume-tier tracking

Volume is tracked against rebate tiers in real time, tier attainment is forecast and claims are triggered.

What you get: Earned rebates are claimed, and tier thresholds inform ordering.

[Distribution and e-commerce](#), [General manufacturing](#), [Chemicals](#), [Food and beverage](#), [Cosmetics and CPG](#)

Capacity and take-or-pay agreements

Long-term agreements with reserved capacity, minimum volumes and take-or-pay terms are tracked against actual demand and consumption.

What you get: Commitments are met without paying for capacity you do not use.

[Semiconductors and electronics](#), [Aerospace and defense](#), [Automotive and discrete](#), [Process manufacturing](#), [Chemicals](#)

TOPIC 7 OF 12

Sourcing

Award on total value, not the lowest unit price.

RFQs and bids in one place, each bid scored on landed cost, quality, lead time, payment terms and supply risk, with an award recommendation and the savings against today's supplier.

14 features in this topic

Each is described on the pages that follow.

RFQ bid comparison	Total landed cost scoring	Multi-source resilience optimizer
AI award recommendation	New-product supplier readiness	Cross-border scenario comparison
RFQs and bids	Award write-back to D365	Make / buy / tolling comparison
Adjustable scoring weights per RFQ	Sourcing event templates	Sustainability in award scoring
Award to contract, automatically	Qualified-source constraints	

Highlights

- RFQs with bids from existing or new suppliers
- Fit score per bid from five weighted criteria; weights adjustable for each RFQ
- Award recommendation: a two-supplier split weighted toward the stronger bid, so you keep a second source
- Savings against the incumbent, in dollars and as a percentage
- Approved awards create contracts and update realized savings automatically

TOPIC 7 OF 12: FEATURE DETAIL

Sourcing

RFQ bid comparison

Your team can compare bids side by side with weighted fit scoring across price, quality, delivery, terms and risk.

What you get: Credible offers are compared faster and better total economic value is selected.

[All industries](#)

AI award recommendation

Zeak recommends how to award: everything to the bidder when only one bids, otherwise a two-supplier split (70/30 for a clear leader, or 55-80% to the leader in proportion to fit), with the savings against the incumbent shown in dollars and percent. The award takes effect only when approved.

What you get: Award tradeoffs are evaluated before a cheap award creates higher downstream cost.

[All industries](#)

RFQs and bids

Your team can create RFQs and record bids from existing or new suppliers, with unit price, landed cost, lead time, capacity, quality, risk and payment terms.

What you get: Every sourcing event has one comparable record of who bid what.

[All industries](#)

Adjustable scoring weights per RFQ

For each RFQ your team can set how much landed cost, quality, lead time, payment terms and supply risk matter (defaults 35/25/15/10/15, totaling 100%).

What you get: Each award reflects what matters most for that category.

[All industries](#)

Award to contract, automatically

When an award is approved, the RFQ is marked awarded, contracts are created for the winning suppliers and realized savings update in Spend.

What you get: Negotiated value reaches contracts and savings reporting without rework.

[All industries](#)

Total landed cost scoring

Your team can score price plus freight, duty/tariff, FX, lead-time inventory, quality cost, payment terms and expected disruption cost.

What you get: Teams choose the lowest feasible total cost and protect contribution margin.

[All industries](#)

New-product supplier readiness

Your team can track sourcing, samples, qualification, lead times and launch milestones for new products.

What you get: Sourcing dependencies are found early, protecting launch revenue and target margin.

[Cosmetics and CPG, Pharma, Biotech, Medical devices, Automotive and discrete, Semiconductors and electronics, Food and beverage](#)

Award write-back to D365

Zeak writes approved sourcing awards into Dynamics 365 as purchase orders or agreements with RFQ lineage.

What you get: Implementation delay falls and negotiated value is captured sooner.

[All industries](#)

Sourcing event templates

Your team can create category-specific RFQ/RFP templates with required certifications, score weights and approval rules.

What you get: Sourcing events run faster, are more comparable and carry less award risk.

[All industries](#)

Qualified-source constraints

Your team can exclude or penalize bids that break material/site qualification, capacity, regulatory or country-of-origin rules.

What you get: Awards that trigger qualification delay, quality risk or rework are avoided.

[All industries](#)

TOPIC 7 OF 12: FEATURE DETAIL (CONTINUED)

Sourcing

Multi-source resilience optimizer

Zeak recommends award shares that meet cost targets while preserving minimum qualified-source and geographic-diversity coverage.

What you get: Award shares balance savings, capacity and resilience.

[All industries](#)

Cross-border scenario comparison

Your team can compare lanes and sources under alternate tariff, duty, freight, transit-time and FX assumptions.

What you get: Scenarios are tested before a sourcing choice erodes landed-cost margin.

[All industries](#)

Make / buy / tolling comparison

Your team can compare in-house, toll/contract manufacturing and external supply on capacity, conversion cost, quality, lead time and risk.

What you get: Options are compared on consistent total economics and capacity constraints.

[Chemicals, Pharma, Biotech, Process manufacturing, Cosmetics and CPG](#)

Sustainability in award scoring

Carbon and responsible-sourcing data can be weighted in the bid fit score alongside landed cost, quality, lead time, terms and risk, with the weight set per RFQ.

What you get: Award decisions reflect your sustainability commitments, visibly and by the weight you choose.

[All industries](#)

TOPIC 8 OF 12

Spend and savings

See where the money goes, where it leaks, and what you have actually saved.

Spend analytics built directly from synced purchase orders, with off-contract spend and savings measured against your target.

15 features in this topic

Each is described on the pages that follow.

Spend analytics	Spend forecasting	Outsourced / sub-supplier spend
Maverick spend detection	Spend cube & hierarchy	Margin bridge
Savings pipeline & realization	Tail-spend intelligence	Supplier price changes and price protection
Margin opportunity workbench	Price variance & index gap	Contract conversion opportunities
Contract-to-invoice leakage	Payment terms & working capital	Supplier cost recovery ledger

Highlights

- Fiscal-year spend by category, region and tier, on your own fiscal calendar
- Spend concentration (Pareto) view
- Off-contract spend by category, with an alert when it passes 5% of total
- Realized savings from awarded sourcing, the open pipeline and progress against target

TOPIC 8 OF 12: FEATURE DETAIL

Spend and savings

Spend analytics

Zeak breaks spend down by category, supplier, region, tier and legal entity, and shows concentration and savings against target.

What you get: Addressable spend is identified and sourcing goes toward real cost opportunity.

[All industries](#)

Maverick spend detection

Your team can identify purchases outside approved contracts or catalogs and route corrective action.

What you get: Leakage is found and eligible spend moves back to approved terms.

[All industries](#)

Savings pipeline & realization

Your team can track negotiated, implemented and Finance-validated savings separately, with baseline, owner, timing and leakage reason.

What you get: Opportunities are tracked through implementation to Finance-validated benefit.

[All industries](#)

Margin opportunity workbench

Your team can register price, freight, quality or service opportunities with baseline, estimate, owner, action and validation state.

What you get: Identified opportunities become Finance-reviewed margin improvement.

[All industries](#)

Contract-to-invoice leakage

Your team can compare approved contract prices and terms with PO and invoice transactions and investigate variance.

What you get: Commercial value lost between negotiation and payment is found and recovered.

[All industries](#)

Spend forecasting

Zeak forecasts category and supplier spend from history, demand and contract commitments.

What you get: Sourcing starts earlier and pricing, supply planning and cash forecasts improve.

[All industries](#)

Spend cube & hierarchy

Zeak normalizes supplier parents, categories, sites, currencies and legal entities into a governed spend cube.

What you get: Leverage is aggregated and concentration is visible before award decisions.

[All industries](#)

Tail-spend intelligence

Your team can identify fragmented low-value suppliers, one-time buys and consolidation opportunities while protecting critical exceptions.

What you get: Appropriate spend is consolidated and buyer time is freed for higher-value work.

[All industries](#)

Price variance & index gap

Your team can measure purchase-price variance and compare supplier price movement with relevant market indices and should-cost drivers.

What you get: Renegotiation candidates are identified and missed gross margin is recovered.

[All industries](#)

Payment terms & working capital

Zeak analyzes terms, early-pay discounts and cash impact by supplier and category without obscuring total cost.

What you get: Price is compared with cash and working-capital effects before deciding.

[All industries](#)

TOPIC 8 OF 12: FEATURE DETAIL (CONTINUED)

Spend and savings

Outsourced / sub-supplier spend

Your team can separate direct suppliers, tollers/CMOs, subcontractors and known sub-tier spend to show total external dependency.

What you get: External cost and exposure are clearer for make-buy and negotiation decisions.

[Chemicals, Pharma, Biotech, Process manufacturing, Cosmetics and CPG, Semiconductors and electronics](#)

Margin bridge

Your team can bridge supplier price, freight, tariffs, quality loss, inventory, expediting and yield effects to product and site contribution margin.

What you get: Margin movement is attributed to price, freight, tariffs, quality and supplier service.

[All industries](#)

Supplier price changes and price protection

Your team can record supplier price notices with effective dates, protection periods and stock covered, and see invoices that ignore them.

What you get: Price increases are applied only when due, and protection credits are claimed.

[Distribution and e-commerce, Semiconductors and electronics, General manufacturing](#)

Contract conversion opportunities

Your team can see spend split between contracted suppliers and suppliers used on purchase orders alone, with the estimated saving from bringing that PO-only spend under contract.

What you get: Buyers know which suppliers and categories to contract next, and what it is worth.

[All industries](#)

Supplier cost recovery ledger

Every cost a supplier caused (scrap, rework, retesting, expedites, line downtime, warranty, chargebacks) is recorded once, claimed against the supplier and tracked to recovery.

What you get: One number for what suppliers owe you, and how much has been recovered.

[All industries](#)

TOPIC 9 OF 12

Network and collaboration

See the suppliers behind your suppliers, and keep every commitment in writing.

A multi-tier map of your supply network with the hidden single points of failure, plus a message thread for every supplier kept next to its data.

Highlights

- Network map from your plants through tier-1 suppliers (with risk) to mapped tier-2 and tier-3 sub-suppliers
- Structural exposures: hidden sole-source dependencies, geographic concentration and tier-2 visibility
- 'What if it stops' simulation from inventory cover, affected plants, revenue exposure and time to qualify an alternate
- Per-supplier message threads with action items and a log of supplier requests; agents post updates too

15 features in this topic

Each is described on the pages that follow.

Tiered supply-network map

External supplier participation

Long-lead item and capacity reservations

Disruption impact view

Country of origin & lane map

Export-controlled data handling

Multi-tier data acquisition

Supplier innovation pipeline

Priority-rated orders

Supplier messaging workspace

Joint action governance

Consignment and vendor-managed stock visibility

Capacity collaboration

PO acknowledgment, schedules and ASN

Time-to-recover from suppliers

TOPIC 9 OF 12: FEATURE DETAIL

Network and collaboration

Tiered supply-network map

Your team can visualize tier-1, tier-2 and tier-3 supplier dependencies with sole-source flags and risk-colored nodes.

What you get: Network bottlenecks are detected before they interrupt production or sales.

All industries

Disruption impact view

Your team can summarize structural exposure and visibility gaps, including uncovered tier-2 and tier-3 dependencies.

What you get: Recovery goes to the highest production and margin exposure.

All industries

Multi-tier data acquisition

Your team can send structured data requests to deeper-tier suppliers and validate parent-child and origin relationships.

What you get: Hidden dependencies become visible and continuity plans become usable.

All industries

Supplier messaging workspace

Users have per-supplier threads, action items, attachments and AI-assisted drafting within governed records.

What you get: Decisions and promised recovery actions stay visible, reducing response delay.

All industries

Capacity collaboration

Permitted suppliers share capacity constraints and recovery commitments for defined materials and periods.

What you get: Available capacity is secured earlier, reducing emergency freight and lost sales.

All industries

External supplier participation

Suppliers get scoped access to collaboration, RFQ, scorecard and corrective-action workflows.

What you get: Supplier responses for recovery, qualification and collaboration arrive sooner.

All industries

Country of origin & lane map

Your team can capture material origin, ship-from, port/lane and customs attributes and overlay risk and tariff signals.

What you get: Tariff, transit and disruption effects on landed cost and continuity are modeled.

All industries

Supplier innovation pipeline

Your team can track supplier-originated ideas, qualification stage, business case, trial outcome and value delivered.

What you get: Ideas that reduce cost, improve quality or speed launch are tracked.

All industries

Joint action governance

Your team can create shared improvement and risk action plans with internal and supplier owners, due dates, evidence and escalation.

What you get: Supplier actions close faster and improvements are verified.

All industries

PO acknowledgment, schedules and ASN

Suppliers confirm POs and delivery schedules and send advance ship notices; unconfirmed or slipped lines and inaccurate notices are flagged immediately.

What you get: Delays are seen when they are promised, not when they arrive.

Automotive and discrete, Distribution and e-commerce, Semiconductors and electronics, General manufacturing, Aerospace and defense

TOPIC 9 OF 12: FEATURE DETAIL (CONTINUED)

Network and collaboration

Long-lead item and capacity reservations

Your team can track long-lead items with their quoted lead time, lead-time trend, reserved production slots and supplier allocation commitments, and is alerted when a commitment slips.

What you get: Critical long-lead supply is reserved in time and slips are seen months earlier.

Aerospace and defense, Semiconductors and electronics, Automotive and discrete, General manufacturing, Process manufacturing

Time-to-recover from suppliers

Suppliers confirm their recovery time by site and material through a structured request; where they have not, Zeak estimates it from qualification lead time and alternate status, and shows how current each figure is.

What you get: Recovery figures you can defend, with their source and age.

All industries

Export-controlled data handling

Technical data marked export-controlled is shared only with suppliers and users authorized for it, and access is recorded.

What you get: Controlled data reaches only authorized suppliers and people.

Aerospace and defense, Semiconductors and electronics

Priority-rated orders

Government priority-rated orders (such as DPAS-rated orders in the US) are flagged on POs and flowed down to suppliers, with acknowledgment and delivery tracked against the rated schedule.

What you get: Rated obligations are met and evidenced for every order in the chain.

Aerospace and defense

Consignment and vendor-managed stock visibility

Your team can see supplier-owned stock held at your sites (consignment and vendor-managed inventory) by item and location, with consumption, ownership transfer and aging.

What you get: Working capital and availability decisions include stock you do not yet own.

Distribution and e-commerce, Process manufacturing, Chemicals, General manufacturing, Automotive and discrete

TOPIC 10 OF 12

Agents, workflows and approvals

Agents notice and recommend. **Your people decide.**

Eight monitoring agents run nine automation rules at the autonomy level you choose. Anything consequential becomes an approval request with its evidence, and takes effect only when approved.

Highlights

- Eight agents: supply risk, contracts, quality patterns, spend anomalies, delivery, financial health, compliance and network
- Nine automation rules, each set to observe, recommend or execute; approvers switch rules on or off
- Five approval types: contract renewal, mitigation plan, sourcing award, risk reclassification and corrective action
- Each request shows financial impact, what happens if declined and an AI verdict with evidence
- Multi-agent investigations on any supplier, saved with their conclusion
- No one can approve their own request

15 features in this topic

Each is described on the pages that follow.

Automation rule library	No self-approval	Agent reasoning trace viewer
Governed approval queue	Safe automatic actions	Exception notifications
Ask Zeak	Role-based approval hierarchy	Voice & mobile access
Specialist monitoring agents	Confidence & evidence policy	Agent accuracy scorecard
Multi-agent investigation	Autonomy ladder by capability and site	Customer-authored monitoring playbooks

TOPIC 10 OF 12: FEATURE DETAIL

Agents, workflows and approvals

Automation rule library

Administrators configure triggers, recommended actions, approval requirements and on/off state, following observe, recommend, request approval, execute.

What you get: Triggers and approvals are consistent and process variation falls.

[All industries](#)

Governed approval queue

Every proposed action (contract renewal, mitigation plan, sourcing award, risk reclassification or corrective action) arrives as one card showing the financial impact, what happens if it is declined, and an AI recommendation with its reasoning and evidence. Approvers can approve, reject, hold or approve with changes.

What you get: Decisions speed up without losing control of spend, quality or supplier changes.

[All industries](#)

Ask Zeak

A conversational assistant on every screen answers supplier and portfolio questions with evidence, root cause, impact and recommended action.

What you get: Issues are investigated faster and feasible savings or mitigation options found.

[All industries](#)

Specialist monitoring agents

Zeak operates governed agents for risk, contracts, quality, spend, delivery, financial health, compliance and network monitoring.

What you get: Contract, risk, quality and spend exceptions are spotted earlier.

[All industries](#)

Multi-agent investigation

Zeak combines corroborating signals from multiple agents into one issue narrative and recommended action.

What you get: Teams receive one coherent investigation and avoid duplicated or conflicting action.

[All industries](#)

No self-approval

Nobody can approve a request they raised themselves, and only admins and approvers can decide.

What you get: Every consequential action has a second pair of eyes by design.

[All industries](#)

Safe automatic actions

At execute autonomy, agents carry out low-risk actions on their own, for example asking a supplier for a renewed certificate 60 days before it expires.

What you get: Low-risk follow-up happens automatically, while anything consequential still waits for approval.

[All industries](#)

Role-based approval hierarchy

Zeak routes approvals by dollar threshold, category ownership, supplier tier, quality severity and legal entity.

What you get: Decisions are routed correctly, avoiding expensive delay or unauthorized action.

[All industries](#)

Confidence & evidence policy

Every recommendation exposes evidence, freshness and confidence; execution is blocked when policy thresholds are not met.

What you get: Recommendations are reviewed confidently and unsupported decisions avoided.

[All industries](#)

Autonomy ladder by capability and site

Every capability that suggests, pre-fills, automates or writes to your systems has a stage you set per site: Observe, Advise, Assist or Act. A named approver signs off each move up and can step back at any time without losing records.

What you get: You move to more automation only when your own criteria are met, and stopping at any stage is a legitimate outcome.

[All industries](#)

TOPIC 10 OF 12: FEATURE DETAIL (CONTINUED)

Agents, workflows and approvals

Agent reasoning trace viewer

Your team can expand a show-your-work view listing the records, sources and reasoning path an agent used to reach a conclusion or recommendation.

What you get: Evidence and assumptions are inspected before a costly action is approved.

[All industries](#)

Exception notifications

Your team can receive approved alerts and action requests through email, Teams and mobile, with deep links to the governed record.

What you get: Teams intervene sooner to reduce downtime, expedited freight or missed service.

[All industries](#)

Voice & mobile access

Plant and field stakeholders get a mobile-optimized assistant with optional voice interaction.

What you get: Context is retrieved and time-sensitive actions approved faster.

[All industries](#)

Agent accuracy scorecard

Zeak backtests past agent recommendations against actual outcomes and shows running accuracy, calibration and trust metrics by agent and decision type.

What you get: Recommendation quality is monitored and exposure to poor decisions limited.

[All industries](#)

Customer-authored monitoring playbooks

Administrators can define company-specific condition-and-response monitoring playbooks.

What you get: Teams monitor the risks that matter to their materials and margins.

[All industries](#)

TOPIC 11 OF 12

Integrations, security and administration

Your systems stay the system of record. **You stay in control of who sees and does what.**

A live connection to Dynamics 365 F&O, a health screen IT can trust, and four roles that decide who can view, edit, approve and configure.

Highlights

- Connectors to Dynamics 365, SAP, Oracle, NetSuite and other systems, with resumable sync of vendors, orders and receipts
- Connection health, connection test, record counts, errors and a field-mapping view
- Four roles: admin, approver, buyer and viewer; anyone not listed is read-only
- Your targets: OTIF, PPM ceiling, lead time, savings and fiscal-year start month

19 features in this topic

Each is described on the pages that follow.

Connected-systems health**D365 F&O live sync****User & role visibility****Connection test and field mapping****Connect to any platform****Your targets and fiscal calendar****Integration marketplace****Field security & masking****Legal-entity / site scoping****Cross-suite Zeak linkage****Quality / LIMS / QMS integration****API & governed export****Standalone mode****Any record, custom fields and objects****Live record references with snapshot****Full export and exit****Write-back by object, reversible****Mixed-system enterprise view****Qualification records from iQM**

TOPIC 11 OF 12: FEATURE DETAIL

Integrations, security and administration

Connected-systems health

Your team can view status, last sync, record counts and failures for every connected source.

What you get: Data gaps are detected before they drive a wrong purchase or margin decision.

[All industries](#)

D365 F&O live sync

Zeak reads vendors, purchase-order headers, purchase-order lines and product receipts from Dynamics 365 F&O, on demand or on schedule. The sync is resumable and recalculates every roll-up when it finishes.

What you get: Teams use one trusted purchasing baseline and duplicate entry falls.

[All industries](#)

User & role visibility

Administrators can view users, roles and module access, layered on platform-native authentication and RBAC.

What you get: Access review is simpler and exposure of negotiated terms falls.

[All industries](#)

Connection test and field mapping

Administrators can test the ERP connection on demand and see exactly how each ERP field maps into Zeak.

What you get: Integration questions are answered on screen rather than in a support ticket.

[All industries](#)

Connect to any platform

Zeak connects to the systems you already run (Dynamics 365, SAP S/4HANA, Oracle, NetSuite, Infor, Acumatica, Epicor, Coupa, Ariba and others) through the same connector approach.

What you get: One supplier picture across every system, without replacing any of them.

[All industries](#)

Your targets and fiscal calendar

Administrators set the OTIF target (default 95%), PPM ceiling (500), lead-time target (21 days), savings target and fiscal-year start month.

What you get: Every trend, flag and alert is measured against your own goals.

[All industries](#)

Integration marketplace

Zeak offers pre-built connectors for Ariba, Coupa, Salesforce, ServiceNow, D&B and QMS/quality systems.

What you get: Additional systems connect faster where supported integrations exist.

[All industries](#)

Field security & masking

Administrators control access by role to sensitive fields such as negotiated pricing, banking and risk information.

What you get: Sensitive economics are protected while useful operational context is shared.

[All industries](#)

Legal-entity / site scoping

Administrators can apply explicit legal-entity, site and category scope to every view, KPI, AI answer and action.

What you get: Use scales across sites without exposing or changing the wrong records.

[All industries](#)

Cross-suite Zeak linkage

Zeak links supplier and material risk to Manufacturing Ops material readiness, production risk, quality and margin views through shared IDs.

What you get: Supply issues link directly to material readiness, production and margin action.

[All industries](#)

TOPIC 11 OF 12: FEATURE DETAIL (CONTINUED)

Integrations, security and administration

Quality / LIMS / QMS integration

Zeak ingests approved quality events, inspection and lab results and supplier-quality status without recreating the authoritative QMS.

What you get: Low-cost awards that result in unusable material or compliance delay are avoided.

[All industries](#)

API & governed export

Administrators can expose approved APIs and role-controlled exports for BI, data lake and audit use, with lineage metadata.

What you get: Governed data is reused without uncontrolled extracts.

[All industries](#)

Standalone mode

Zeak holds its own suppliers, items, purchase orders, receipts, contracts and quality records, so a team can start without an ERP connection and connect later without starting over.

What you get: A first category can be running in days, with results shown before any integration is approved.

[All industries](#)

Any record, custom fields and objects

Zeak can use any record, field or transaction your systems expose, including custom fields and custom objects, by configuring the connector rather than changing the product.

What you get: Your own fields drive scores, rules and alerts from the start.

[All industries](#)

Live record references with snapshot

Any Zeak record or task can reference a record in a connected system (a PO, batch, sales order or item), showing it live and keeping a snapshot as it was at the time of the event.

What you get: Decisions can be reviewed later against what was known at the time.

[All industries](#)

Full export and exit

Everything in Zeak can be exported at any time in open formats, including records, history, approvals and attachments.

What you get: You keep every record if you stop, and can move data into any other system.

[All industries](#)

Write-back by object, reversible

Write-back to connected systems is switched on object by object (for example purchase agreement prices) only after approval, and can be switched off the same way.

What you get: IT keeps control of what changes in the system of record.

[All industries](#)

Mixed-system enterprise view

One supplier view across sites that run different systems: a plant on D365, a distribution center on NetSuite, an acquired business on SAP, a small site standalone.

What you get: Total spend, leverage and risk per supplier across the whole enterprise.

[All industries](#)

Qualification records from iQM

Recovery times use qualification records from Zeak iQM (or your quality system), since qualifying a replacement is usually the longest step in recovery.

What you get: Realistic recovery times, consistent with what Quality will actually approve.

[Pharma](#), [Biotech](#), [Medical devices](#), [Food and beverage](#), [Cosmetics and CPG](#), [Automotive and discrete](#), [Aerospace and defense](#), [Semiconductors and electronics](#), [Chemicals](#)

TOPIC 12 OF 12

Deployment and value

Start small, measure honestly, expand on proof.

The capabilities that get a pilot live quickly and let Finance sign off on the result.

14 features in this topic

Each is described on the pages that follow.

Bulk supplier onboarding	Adoption & process KPIs	Backtest on your history
Category & taxonomy mapping	Deployment template	Pilot charter and risk register
Historical baseline	Implementation phases	Savings calculation by lever
Value case builder	Validation accelerator	Value methodology control
Finance validation	Industry starter packs	

How we work

- Deployment in your cloud with your identity and change controls
- Phased rollout with evidence at the end of each phase
- Value measured against a baseline Finance agrees up front

TOPIC 12 OF 12: FEATURE DETAIL

Deployment and value

Bulk supplier onboarding

Your team can load suppliers, categories, contracts, scorecards and historical events through governed templates with validation.

What you get: Pilot and rollout start faster with fewer migration errors.

[All industries](#)

Category & taxonomy mapping

Your team can map customer commodity and category hierarchies to Zeak analytics without forcing a single global taxonomy.

What you get: Spend is compared consistently while the operating taxonomy is kept.

[All industries](#)

Historical baseline

Your team can capture 12-24 months of spend, OTIF, lead time, quality and contract data to establish the pre-Zeak baseline.

What you get: Before-and-after results are measured credibly.

[All industries](#)

Value case builder

Zeak calculates customer-specific value from managed spend, addressable categories, leakage, supplier risk, cycle time and productivity assumptions.

What you get: Opportunity is estimated from the customer's own spend, quality, service and adoption assumptions.

[All industries](#)

Finance validation

Finance-authorized users approve realized-savings definitions, baselines and P&L timing separately from procurement estimates.

What you get: Reported benefits are ones Finance can verify in transactions and results.

[All industries](#)

Adoption & process KPIs

Your team can track active users, approval turnaround, sourcing cycle time, supplier response, data freshness and exception closure.

What you get: Adoption and workflow bottlenecks are seen before expected benefits stall.

[All industries](#)

Deployment template

Administrators can reuse an enterprise template plus per-site and legal-entity configuration for scoring, thresholds, categories and approvals.

What you get: Expansion is faster while local controls are kept.

[All industries](#)

Implementation phases

Zeak supports a Connect, Govern, Adopt, Optimize rollout with explicit acceptance criteria for data, process and value.

What you get: Customers start with one measurable use case and expand after proving value.

[All industries](#)

Validation accelerator

A risk-based validation package (requirements traceability, test scripts, execution evidence, change control) for regulated deployments.

What you get: Approval of a regulated deployment is faster and cheaper.

[Pharma, Biotech, Medical devices, Food and beverage, Cosmetics and CPG, Aerospace and defense](#)

Industry starter packs

Preconfigured KPIs, rules, risk dimensions and certificate types for each industry, so a pilot starts from a relevant baseline.

What you get: Faster start with measures your industry already uses.

[All industries](#)

TOPIC 12 OF 12: FEATURE DETAIL (CONTINUED)

Deployment and value

Backtest on your history

Before anything goes live, Zeak runs its rules and agents against the last 6 to 12 months of your records and shows what it would have flagged against what actually happened.

What you get: You see the value and the false alarms on your own history before committing.

[All industries](#)

Pilot charter and risk register

Each pilot starts with a written charter: scope, owner, success and failure criteria, baseline, and a one-page risk register covering data access, validation impact, rollback and support.

What you get: Everyone who has to say yes knows what success means and what happens if something goes wrong.

[All industries](#)

Savings calculation by lever

Zeak calculates each saving with a published formula per lever (price leakage, contract conversion, index pass-through, rebates, supplier cost recovery, cost of poor supply, disruption avoided, working capital), from your data, counted once and marked estimated until Finance validates it.

What you get: Every reported saving can be traced to its formula, its source data and its Finance status.

[All industries](#)

Value methodology control

Finance administrators approve benefit calculations, exclusions and overlap rules for each value category.

What you get: Reported value is net, defensible and accepted by Finance.

[All industries](#)

HOW THE NUMBERS WORK

Every score has a published formula. **Nothing is a black box.**

Delivery and quality

Measure	How it is calculated	Default target
On-time	Share of delivered PO lines received on or before the confirmed (or requested) date	
In-full	Share of delivered lines with at least 98% of the ordered quantity received	
OTIF	Share of delivered lines that are both on time and in full	95%
Lead time	Average days from order date to receipt date	21 days
PPM	Defective quantity ÷ received quantity × 1,000,000	500 ceiling

Overall supplier score (0-100)

$$45\% \times \text{OTIF} + 30\% \times \text{quality score} + 25\% \times (100 - \text{risk score})$$

Quality score = $100 - \text{PPM} \div 10$, floored at zero. With no delivery history yet, OTIF is left out and the rest is rescaled.

Supplier risk score (0-100)

Input	Contribution	Max
Country exposure	50% of the country risk index	50
Sole source	22 points if flagged sole source	22
Spend concentration	Share of fiscal-year spend (%) × 0.6	20
Delivery shortfall	$(90 - \text{OTIF}) \times 1.5$ when OTIF is below 90	15
Quality	$\text{PPM} \div 100$	10
Open high-severity issues	5 points each	10
Financial signal	10% of the financial risk value	10
Expired certification	5 points if any has expired	5

45 or more is elevated risk and drives the Kraljic segment; 70 or more is high risk and is flagged. The gauge shows the change since last quarter.

HOW THE NUMBERS WORK, CONTINUED

Segments, sourcing scores and awards follow rules your team can read.

Portfolio segments (Kraljic)

Segment	Rule
Strategic	High spend (top 80% of spend) and risk 45 or more
Leverage	High spend and risk below 45
Bottleneck	Lower spend and risk 45 or more
Routine	Lower spend and risk below 45

Rules the agents apply

Expiring contract	90 days or less to expiry
Certificate expiring	60 days or less to expiry
Quality pattern	3 or more NCRs on one supplier within 14 days
OTIF early warning	Below 85%, or down 5 points in 90 days
Concentration	Over 20% of category spend with risk 45 or more
Off-contract spend	Above 5% of fiscal-year spend
Credit watch	Financial risk signal 60 or more

Sourcing fit score (0-100 per bid)

Criterion	Score	Default weight
Landed cost	Lowest landed cost ÷ this bid's × 100	35%
Quality	Quality score on the bid	25%
Lead time	Shortest lead time ÷ this bid's × 100	15%
Payment terms	Payment days ÷ longest × 100	10%
Supply risk	100 – supplier risk score	15%

Award recommendation

Clear leader (risk below 45 and 10+ fit points ahead): 70% to the leader, 30% to the runner-up. **Otherwise** the leader gets 55-80% in proportion to fit, and the runner-up the rest, so you keep a second source. **Savings** = annual volume × (incumbent landed cost – weighted landed cost of the split).

Bring us your supplier problem.

Choose a category, material or supplier decision. We will define the data, pilot scope and value measure with your team, and prove the economics before you commit to more.

SOURCES AND DEFINITIONS

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SOURCES AND DEFINITIONS, CONTINUED

Definitions

Landed cost includes purchase price and applicable logistics, duty and FX. **OTIF** means on time in full. **PPM** is defective parts per million. **Qualified source** depends on material, site and applicable controls.

How to read the numbers

External benchmarks are results reported by other organizations and are not Zeak results. Illustrative figures are labeled as such. **Realized value requires a baseline and customer validation.**