



strategic accounts Service and Support

Our team uses
a **consultative**
approach to

increase your
profitability

- 1 Local Support
- 2 Manufacturer Support
- 3 National Support
- 4 Corporate Support



SALES OPERATION TEAM

- The Operational Business Analysts are an extension of the Strategic Account Manager to help coordinate with the Service, Pricing, Quotes, Proposals, Compliance, Finance, E-Commerce and Implementation teams to provide a single point of operational excellence for our customers.
- Account Analysis - Analyze new and existing account assignments to ensure there is complete sales coverage across each account and identify any changes that should be made.
- Account Rollout- Coordinate and prepare new account roll out information to the proper sales teams.
- Field Communication - Prepare communications for the field of customer specific changes that the SAM will present. (IE. company buyout, final pricing agreements, contract modifications)
- Service Strategy - Identify service failures and coordinate with Service teams to provide a solution. This could include the involvement of centralized service, inside sales or an E-Commerce solution.
- Cost Savings Support- Identify and understand customer specific and accepted cost savings. Such as material consolidation, freight, resource dedication, hard cost savings. Then work with the field to ensure these cost savings are being captured in a quarterly review of the SalesStrat pipeline.



PRICING TEAM

- Supplier engagement for product and cost support.
- SPA negotiation, management, and expansion.
- Manage consistent national pricing based on contractual agreements.
- Pricing and product data analytics.



QUOTES TEAM

- Focused on helping Graybar respond to strategic opportunities with comprehensive analysis and pricing that is accurate, competitive, and implementable.
- Provide cross-reference and product substitution recommendations



PROPOSAL TEAM

- Provide customer specific proposals and presentations for large spend, multi-location opportunities.
- Communicate Graybar's value proposition to customers through various media (proposals, flyers, videos, etc.).



CONTRACT MANAGEMENT

- Assist the Strategic Account Managers with the overall contract review process, including NDAs, amendments, master contracts, purchase order terms and conditions, amendments, etc.
- Coordinate contract reviews with subject matter experts throughout Graybar to provide a single point of contact and coordination.



NATIONAL PROJECTS TEAM

- Manage high profile Strategic Account projects that cross Graybar district lines and/or require additional resources not available in our local branches.
- Provide full service project management capabilities such as: complete logistics planning, quote/proposal coordination, product specification assistance, establish and manage project timelines, service level consultation, inventory management coordination and assistance, coordination of services with local Graybar branches.



NATIONAL CUSTOMER SERVICE TEAM

- Provide a centralized individual or team as a single point of contact for all customer service requests, account inquiries, and administrative needs.
- Mirror and service our customers centralized purchasing teams.
- Ensure compliance in process requirements.
- Specialized EDI support.



IMPLEMENTATION AND COMPLIANCE

- Create and maintain accounts and internal system requirements to ensure facility coverage and contract compliance in support of Strategic Account customers.
- Perform regular contract compliance review to ensure Graybar continues to abide by customer requirements and stipulations.
- Responsible for diversity reporting.



REPORTS & ANALYTICS

- Develop fully automated reports that can be delivered to customers without human intervention. Output can be via various formats, delivery options, and frequency.
- Create ad-hoc reports and data analytics as needed.



E-COMMERCE TOOLS AND SOLUTIONS

- Graybar can provide E-Commerce Services and Solutions to customers that can take routine processes and automate them.
- Graybar's website provides a simple, convenient way to research and order items.
- PunchOut is a sophisticated, yet simple method for customers to purchase material from Graybar. It allows customers to access Graybar's e-catalog website from within their own e-procurement application.
- ESI permits our customers and suppliers to exchange routine business transactions with Graybar electronically via EDI, XML, or flat files.
- Create and maintain a hosted Catalog is a digital content and price file that Graybar creates and provides to our customers.
- Graybar SmartStock is designed to manage all inventoried material using a combination of scanner technology, smart devices, QR codes, bar codes, and leading-edge software.