Vendor Management and Contract Negotiation for ERP Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Vendor management and contract negotiation are critical elements for any successful enterprise resource planning (ERP) implementation. In today’s highly competitive business environment, organizations must not only source the best vendors but also ensure they are equipped with robust contracts that protect their interests while fostering long-term, strategic relationships. Vendor Management and Contract Negotiation for ERP Training Course aims to equip professionals with the necessary skills to manage vendors efficiently and negotiate favorable contracts. The course will focus on optimizing vendor selection, establishing clear terms, and effectively managing contracts to enhance ERP performance and mitigate risks.

By the end of this training, participants will have a comprehensive understanding of the full vendor lifecycle, from initial selection to ongoing relationship management, and will be empowered to negotiate contracts that align with business goals and regulatory requirements. Key topics such as contract structuring, negotiation tactics, and vendor performance monitoring will be discussed, with a focus on real-world case studies to provide practical insights. Whether you're involved in procurement, project management, or IT services, this training will elevate your expertise in ERP vendor management and contract negotiation.

Programme Curriculum

Vendor Management and Contract Negotiation for ERP Training Course

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Course Duration

5 days

Course Objectives

1. Master the essentials of vendor lifecycle management for ERP systems.
2. Learn how to identify and select the best vendors based on business needs and technical requirements.
3. Understand the importance of clear and concise contract terms in ERP vendor agreements.
4. Explore negotiation strategies to secure favorable terms and conditions.
5. Develop skills in creating effective performance metrics to measure vendor success.
6. Gain practical knowledge of risk management techniques in vendor relationships.
7. Understand the role of service level agreements (SLAs) in ensuring optimal ERP performance.
8. Learn to navigate legal and compliance aspects of contract negotiation.
9. Enhance your communication and relationship management skills with ERP vendors.
10. Master the process of contract review and renegotiation for ERP systems.
11. Understand the impact of vendor management on overall ERP system implementation and integration.
12. Leverage technology tools for managing vendor contracts and performance.
13. Gain expertise in conflict resolution and maintaining positive vendor relationships over time.

Target Audience

1. Procurement managers in ERP-related projects.
2. Project managers involved in ERP system implementation.
3. IT managers responsible for vendor relations in ERP systems.
4. Legal and compliance officers working with vendor contracts.
5. Supply chain professionals seeking to improve vendor negotiations.
6. Business analysts involved in the evaluation of ERP solutions.
7. Consultants assisting in ERP vendor selection and contract negotiations.
8. Senior executives overseeing ERP system procurement and vendor performance.

Course Modules

Module 1: Introduction to Vendor Management for ERP

- Understanding the vendor lifecycle in ERP projects
- Key principles of vendor selection and evaluation
- Aligning vendor capabilities with organizational needs
- Case Study: Successful vendor selection for an ERP implementation at a global retail company
- Real-world examples of poor vendor selection and their consequences

Module 2: Fundamentals of Contract Negotiation

- Key contract terms and conditions in ERP agreements
- Approaches to defining clear deliverables and timelines
- Balancing risk and reward in contract terms
- Case Study: Negotiating contract clauses in a large ERP project
- Strategies for renegotiating contracts during project implementation

Module 3: Developing Service Level Agreements (SLAs)

- Defining performance metrics for ERP vendors
- Structuring SLAs that protect both parties' interests
- Aligning SLAs with business goals and project timelines
- Case Study: SLA effectiveness in ERP systems with a multinational corporation
- Analyzing common SLA pitfalls in ERP contracts

Module 4: Risk Management in Vendor Contracts

- Identifying potential risks in ERP vendor relationships
- Implementing risk mitigation strategies in contracts
- Role of indemnities and warranties in ERP contracts
- Case Study: Mitigating risks through vendor contract clauses in ERP
- Best practices for managing vendor-related risks in an ERP environment

Module 5: Contract Review and Renegotiation

- Techniques for reviewing ERP contracts effectively
- Identifying potential areas for renegotiation
- Handling contract breaches and non-performance
- Case Study: Effective contract renegotiation for an ERP upgrade
- How to maintain strong relationships while renegotiating terms

Module 6: Vendor Performance Monitoring and Reporting

- Establishing KPIs and metrics for vendor performance
- Techniques for regular performance reviews and feedback
- Handling underperforming vendors and corrective actions
- Case Study: Vendor performance management in ERP at a financial institution
- Tools and software for performance tracking in vendor management

Module 7: Legal and Compliance Considerations in ERP Contracts

- Understanding legal risks and requirements in ERP contracts
- International regulations and their impact on contract terms
- Contract enforcement and dispute resolution mechanisms
- Case Study: Navigating legal challenges in cross-border ERP contracts
- Best practices for ensuring compliance in vendor agreements

Module 8: Advanced Negotiation Techniques and Strategies

- Psychological principles in negotiation and conflict resolution
- Advanced strategies for negotiating with large ERP vendors

- Leveraging data and market research in contract negotiations
- Case Study: Leveraging negotiation strategies to reduce ERP implementation costs
- Techniques for overcoming common obstacles in ERP contract negotiations

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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