

RFP365 is ihouse's Competitive Edge

The Problem

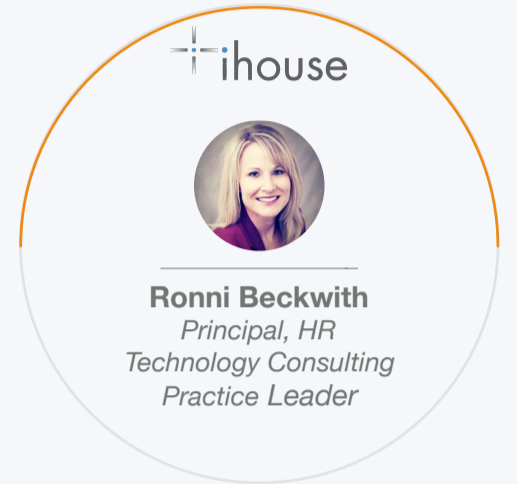
ihouse is a consulting firm specializing in HRIS Analysis & System Selection, Project Management, and Systems Consulting. The ihouse team **wanted to make their vendors' jobs easier** in responding to RFPs.

"We were trying to get away from even calling it an 'RFP,' we started calling it the 'non-RFP.' We wanted it to be much more collaborative, we wanted to work closely with vendors and make it easier for them to provide information.

We wanted to have a process that would make every vendor want to work with us.

Our **goals** were threefold:

1. We wanted our RFP process to be more resourceful and **efficient** so vendors would want to participate in helping our clients select their new technology.
2. We wanted a tool that would save vendors' **past responses**, even pre-populate answers to help save time and prevent starting from scratch.
3. We needed to **upgrade from Excel** and create a true database of functionality by vendor. We wanted to have a knowledge bank that our consultants could go in and interact with."



The Solution

"We chose RFP365 because it was the **only platform** that **benefited everyone** involved in the process: consultants, clients, and vendors.

What's been **most helpful about using RFP365 is the automated scoring**. Before, when using an Excel template, we would have to go through each category to ensure there were no errors from all the copy and pasting; the **Excel formulas would often break** in the process, it took a lot of time to reconcile.

RFP365 is much faster, which is important because we have tight turnaround times from when the RFP closes to when the client wants to see the responses. It's valuable to have that work done ahead of time.

Using RFP365 enables a more structured and **standardized process**. When using email or spreadsheets it's easy to make an exception for vendors. RFP365 helps us be more consistent and meet deadlines. The new electronic process ensures **full transparency**. If there's ever a question of how we came to decision about a selection, we have a full record of the event.

We value the **on-going support, prompt response time and customer success** RFP365 has brought to ihouse. We quickly picked up the hands-on approach provided by RFP365 during our evaluation process.

Our team has received a tremendous amount of **positive feedback** about the ease of use and being able to reuse previous responses. We are seeing that **vendors** are now **providing more complete responses with less effort**.

RFP 365 ROI

The Success

“Using RFP365 has **elevated our offering to the next level** – we know our clients are receiving the absolute best results.

We feel like we're helping pave the way for how RFPs should be done by using this system.

RFP365 has been a **great partner in elevating our strategic consulting** offering and goes beyond providing just a piece of technology that we're using.”

 ihouse



Sarah Kennedy
Solutions Consultant

