

TAKING ISSUE WITH AN OUTDATED PROCESS

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The Challenge

Leveraging technology is just one way for businesses to gain a competitive edge and deliver benefits that surpass client expectations. For Daedal Executive Consulting, a company that focuses on supporting municipalities of 75,000 residents or fewer, this concept presented an opportunity to improve a procurement process for issuing RFIs and RFPs that was complex, cumbersome and completely outdated. The struggle would be finding a platform that made sense for the consultants, their clients and potential respondents with varying degrees of experience in the RFP space.

The Search

Initially faced with the task of identifying a solution for a single-time event, Sean Poccia, Daedal's president and principal consultant, took to Google with a dozen or so search phrases for locating an answer to his client's

RFP woes. Ultimately, he didn't want to distribute paper. Instead he hoped to find a platform that would help his team decrease time to market while increasing continuity for delivery and potential respondents, regardless of who and how many. The client's current process was very labor and time intensive, requiring vendors to submit multiple copies to complete one response, which in turn created hassles for the issuer and inconsistencies in the evaluation process. Sean knew a cloud solution might be his best bet for addressing all these needs at once.

The Breakthrough

In his search, Sean came across a snippet about RFP365 and decided to demo the software. He was immediately impressed with the opportunity to call potential respondents, engage them over the phone and invite them electronically to collaborate in real time. Sean found that:

- **Increased interaction between the issuer and respondents eliminated latency from the process**
- **Response variation and misinterpretation were dramatically reduced**
- **A more standardized way of rating and grading responses created a level playing field for respondents**
- **Ultimately, RFP365's features streamlined and enhanced the vendor selection process**

As a bonus, respondents appreciated being able to carefully and decisively articulate responses while touting the software's ease of use and intuitiveness. For respondents who did need help navigating the process, the RFP365 team provided real-time customer service in the form of help-desk support that surpassed expectations on both sides of the house.

“ Because it's a cloud-based system, they've built economies to scale. RFP365 provides all support, maintenance and troubleshooting so I can **leverage its benefits without adding an additional burden** onto respondents or my clients. This platform increases efficiencies, decreases time to market and encourages more comprehensive responses from more respondents. It's **radically different from the old way of doing things and infinitely better!**”

- Sean Poccia
President and Principal Consultant

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DAEDAL
Executive Consulting

Daedal Executive Consulting provides organizational performance consulting and serves as an outsourcing provider in the following areas: business process engineering; RFQ/RFP authoring; e-distribution and management; public and municipal disaster recovery/business continuity planning; and crisis management, physical security and threat awareness training. Daedal believes in leveraging technology and mobility to increase productivity, minimize inconsistencies, and build stronger bottom lines. By specializing in assisting municipalities of 75,000 residents or fewer, Daedal brings unique insight and forward-thinking solutions to this niche marketplace.