

Spend Matters™

Vendor Summary Report E-Procurement SolutionMapSM Q2 2017

By: the Spend Matters Analyst Team

Prepared for:
ivalua

This SolutionMapSM analyzes a select group of e-procurement solution providers. It is part of our Q2 2017 SolutionMap report series, also featuring Invoice-to-Pay solution providers and Procure-to-Pay suites.

Spend Matters tracks over 50 procure-to-pay solution providers. This analysis features many of the largest e-procurement providers, including BuyerQuest, Claritum, Coupa, Determine, GEP, IBX, Ivalua, Nimbi, Pool4Tool, SAP Ariba, Vrooz and Zycus. It also features industry specialists BirchStreet (hospitality) and Prodigio (healthcare), which were analyzed with respect to their vertical sector focus.

SolutionMap ratings provide comparative rankings and insight into how each provider scored from a solution and customer value perspective. It provides a breakdown of solution scoring for each vendor on the category level (e.g. catalog management, shopping/requisitioning, ordering/order management, receiving, supplier network, configurability, technology/architecture and services). It also provides insight into how customers scored each e-procurement vendor (e.g. likelihood of recommending the provider, level of value perceived, business value, ability to meet expectations, deployment speed, ROI, TCO and innovation).

Solution scoring is based on analysis of individual vendor capability, including in-depth tech reviews, a highly detailed Spend Matters RFI and live demonstrations and Q&A by the Spend Matters team. The Customer Value score stems from aggregated direct customer input (survey-based).

While Spend Matters does not recommend that existing and potential customers of providers use technology and customer scoring alone to shortlist and/or evaluate technology providers, the insight, along with SolutionMap persona-based ratings, provides a point-in-time perspective which may be useful as either a starting point in an evaluation or a contributing factor to a formal software selection process.

More detailed information on comparative technology sub-category level scoring can be found in individual Spend Matters PRO SolutionMap Vendor Analyses (publishing in April 2017). Spend Matters reserves its most granular level of scoring and analysis for our practitioner advisory clients, and we invite procurement organizations to contact us for more information.

SolutionMap Insight

Spend Matters E-Procurement SolutionMap charts depict vendor rankings based on common procurement organization “personas.” This approach reflects the unique value proposition, solution strategy and customer segments served by a vendor, and the commonly prioritized requirements by persona.

No two procurement organizations are alike. Each has its own “persona” – or collection of personas – and this reflects not only its own value proposition and engagement approach, but also the stakeholders it serves. The same principle holds true of procure-to-pay (P2P) application providers. Each has a persona (or more than one persona) that reflects its value proposition, solution strategy and targeted customer segments. Procurement organizations should seek providers whose personas best align to theirs.

SolutionMap: A Point-in-Time Analysis

The SolutionMap is updated quarterly post-launch in order to reflect market developments:

- Quarterly updates will add new vendors to each SolutionMap release, as well as feature up-to-date ratings of current providers based on new solution capabilities and customer references.
- Over time, the number of reviewed vendors will increase beyond the 14 current e-procurement participants (some invited vendors were unable to support the rigorous review process at present) and 16 overall e-procurement, invoice-to-pay and procure-to-pay suite participants.

Defining the E-Procurement Footprint

E-procurement is the automation of transactional procurement that focuses on the following:

- Shopping for corporate end users looking for goods and services
- Requisitions and PO processing (including approvals and budget-checking) and communication of POs to suppliers
- For direct materials, PO acknowledgements (if needed), advanced ship notice (ASN) processing and related inbound execution
- Receiving and integration to inventory/AP
- Supplier setup and onboarding, which are shared processes with AP and supplier management. There may be some inventory management included as well, even though such functionality is usually part of ERP, supply chain or asset management applications.
- Supporting adjacent procurement processes in catalog management, contract utilization, p-card integration, budgeting integration, and industry and category functionality

Each of these elements can be highly complicated. And many are interdependent. For example, in order to be comprehensive and effective, “shopping” requires significant enabling capability that spans catalog management (internal and externally hosted catalogs, punch-out integration, web storefront integration, etc.), search, comparison capability, decision guidance, internal systems integration (e.g., budgeting/inventory) and more.

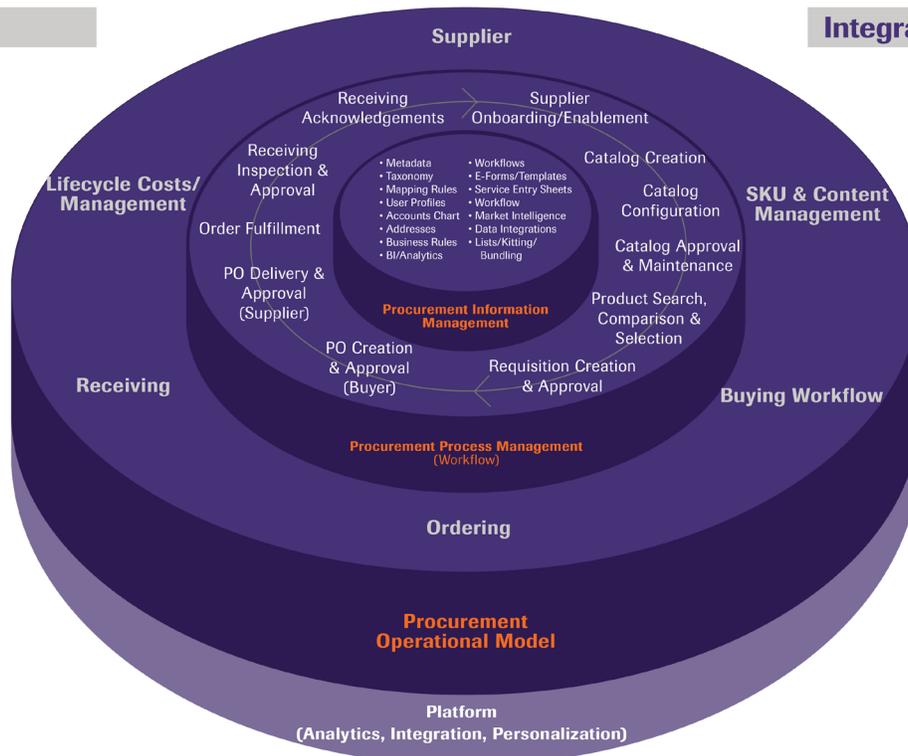
E-Procurement Components

Integrations

- Procurement (ERP)
- Account Payables (ERP, Invoice-to-Pay, AP Automation)
- Finance/Accounting (GL)
- Catalog Management
- Marketplaces/Punch Out/Order Configuration
- Portals/Supplier Networks
- Strategic Sourcing
- Inventory Management
- Warehouse Management
- Budget Management
- Asset Management
- Contract Management

Integrations (Continued)

- BOM Management
- Supplier Management (SIM/SRM/SPM)
- Supplier Management
- Risk and Compliance
- Spend Analysis/Data Visualization
- Market Intelligence
- Master Data Management (MDM)
- Invoice Management
- SOW/Specialized Category Solutions
- Travel and Expense



These different e-procurement requirements should be supported by a range of underlying stack-level and functional components, including the following:

- Overall configurability and business rules governing entity (company) or sub-entity management (e.g., business unit, P&L, team, individual)
- Supplier data management (vendor, catalog, etc.)
- Broad-based systems integration (e.g., ERP)
- A configurable user interface (home page, dashboards, section organization, menus, etc.)
- Process control and definition (and automation, wherever applicable): “touchless” approvals within tolerances, other workflow automations, and guided steps/buying
- A search/shopping experience inclusive of multiple supplier channels: catalog, non-catalog, punch-out, etc.
- Flexible catalog management capability
- Support for different basic requisition guidance and scenarios: templates by category, simple kits, inventory search, etc.
- Support for more advanced requisitioning use cases: bundles, lists, services (within certain limitations), e-forms, smart forms, etc.
- Configurable workflow, rules and approvals
- Order fulfillment process steps and visibility
- Purchasing processing considerations (order management, change orders, exception management, dispute settlement, etc.)
- Purchasing receipting/receiving (including automation, if applicable)
- Budgeting creation and integration (e.g., look-ups, presentation of budget data to shoppers)
- Basic inventory management and inventory processing capabilities (transfer requests, replenishment, returns, etc.)
- Support for mobile usage and scenarios (apps, email, browser, etc.)
- Reporting/analytics

One way to “package” the elements listed above is to segment the various functional components of e-procurement into the following categories:

- Catalog management
- Shopping/requisitioning
- Ordering/order management
- Receiving
- Supplier network

Besides these functional capabilities, e-procurement solutions should also be evaluated based on their configurability, integration capability, overall technology / architecture and associated services.

For a detailed Excel-based RFI for information gathering spanning the above areas – the same one Spend Matters uses in its analysis of e-procurement vendors – please contact your Spend Matters client service manager. We have also included (in the appendix) an abbreviated listing of all the sub-category elements we consider in our SolutionMap solution scoring component.

Q2 2017 Persona Introduction and Ratings

The summary below provides insight into the personas by which we have comparatively analyzed vendors in our Q2 2017 SolutionMap.



NIMBLE Persona

My organization: Early formalization, limited tech investment, potentially decentralized and/or middle market

We need: Speed, efficiency, low price, quick value and a continuous stream of quick "wins"



DEEP Persona

My organization: Highly sophisticated, rigorous, testing limits of tech and accepting consequences

We need: The best solution for the job, best-in-class functionality, no compromises



DIY Persona

My organization: Moderately to highly sophisticated; unique process requirements

We need: Modularity, configurability, integration; supporting flexible, diverse and evolving needs



MEGA Persona

My organization: Mature, outcome-focused; TCO approach to implementations

We need: Combo of functional capability / solution enablement; pre-loaded capabilities and content; and tips, tricks and guidance



ERP WRAPPER Persona

My organization: Strong ERP backbone and investment underpins procurement collaboration with IT

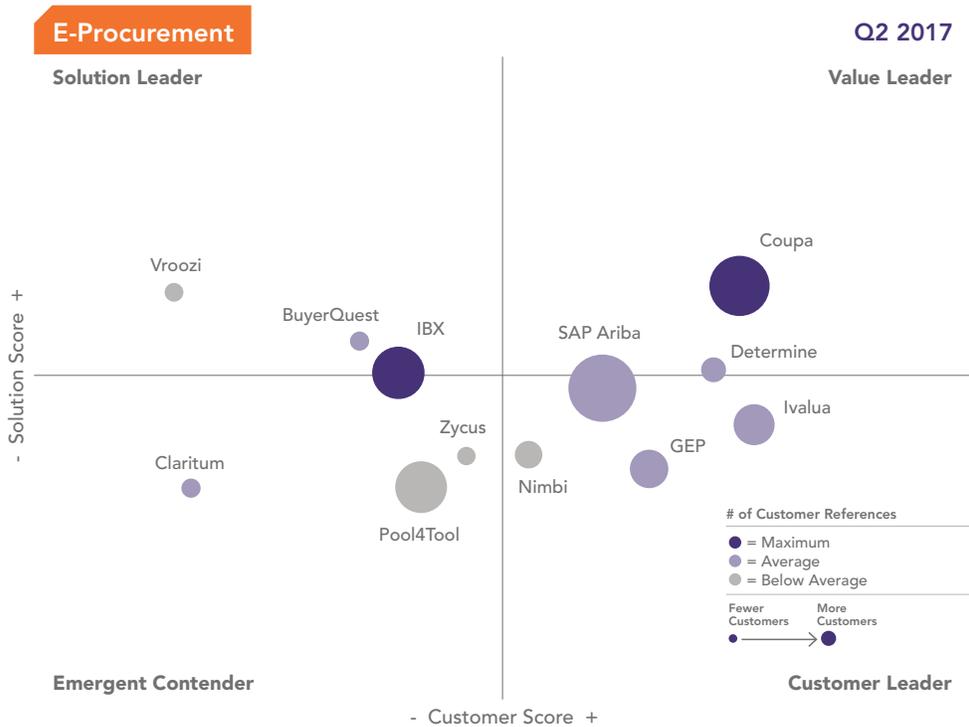
We need: A new "skin" atop ERP to transform the user experience; strong supplier / content enablement and connectivity



INDUSTRY Persona

My organization: Industry-specific needs, unique compliance and/or end-user requirements

We need: Specialized capabilities / technology; support for industry business processes / requirements



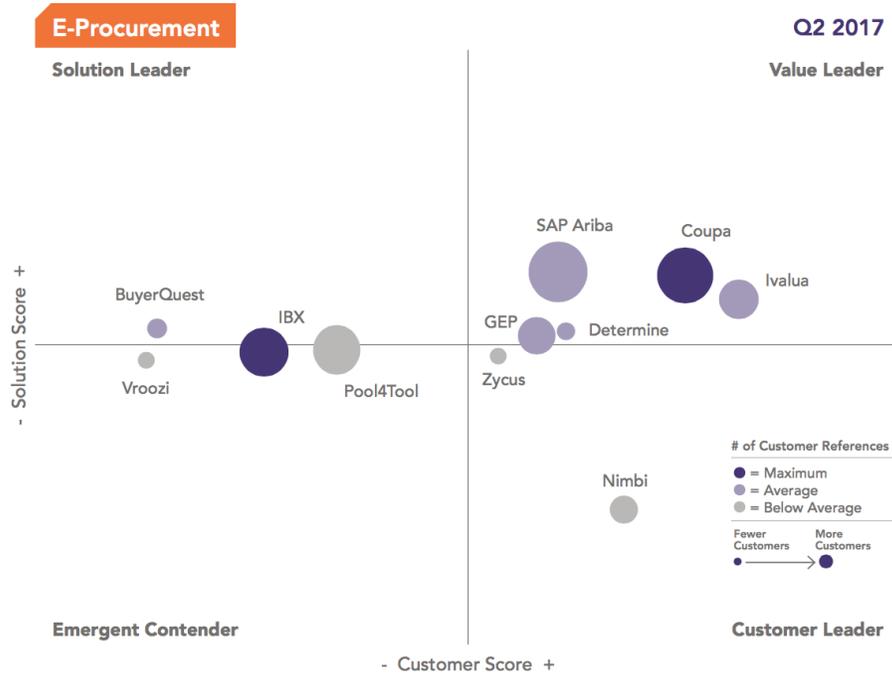
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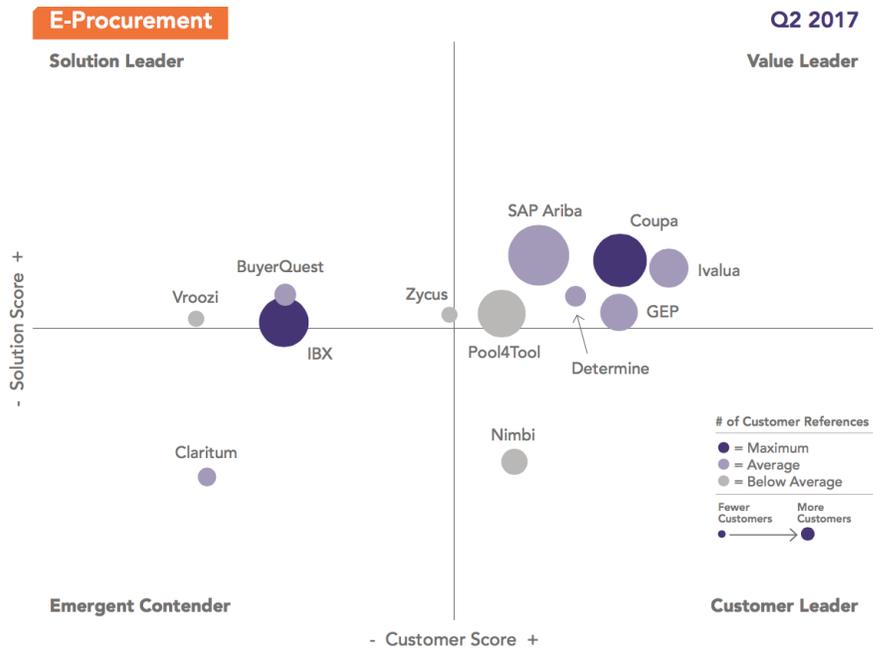


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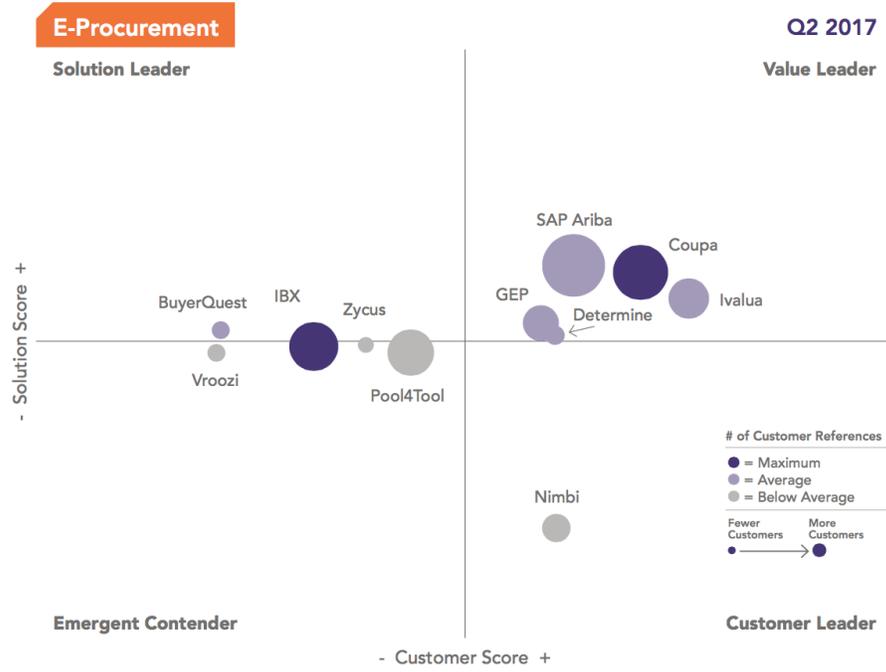


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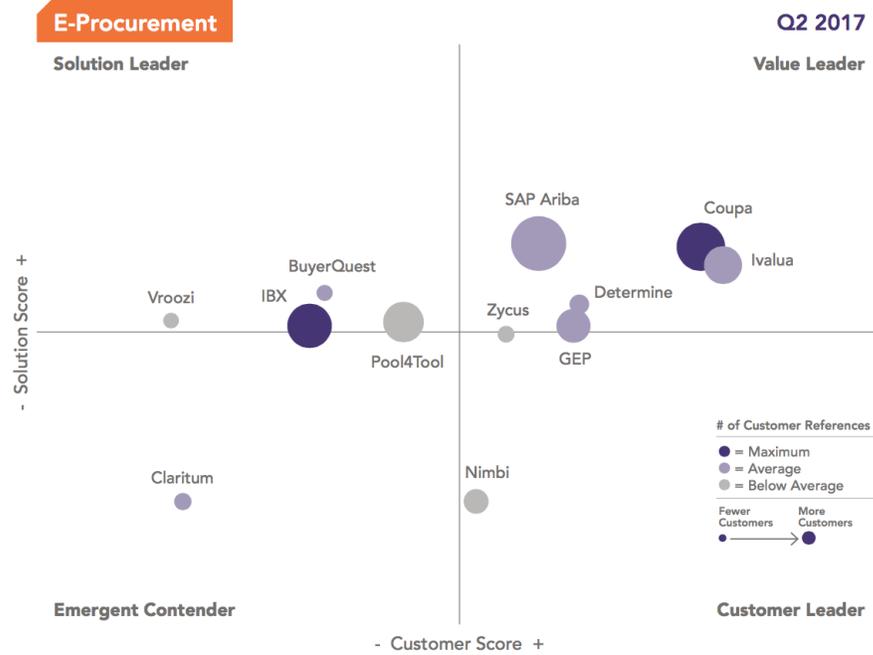


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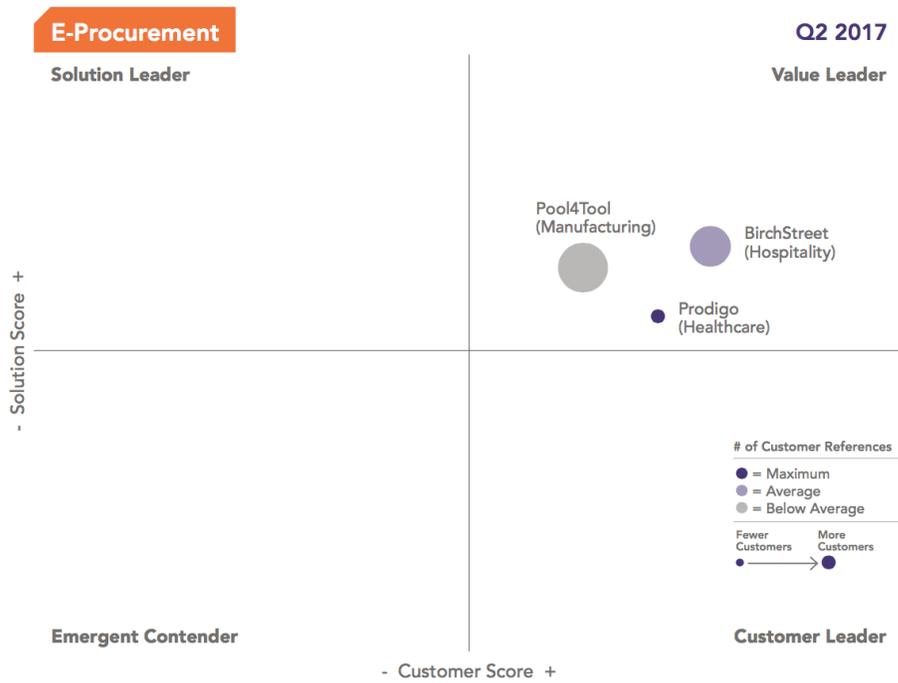


ERP WRAPPER Persona

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For even more detailed information on personas, see: [What is Your E-Procurement Persona? Understand Your Requirements and Mass Customize Your Vendor Shortlist](#)

IVALUA E-Procurement Persona Scoring

Background

Founded: 2000

HQ: Redwood City, Calif., and Orsay, France, with offices in New York, Montreal, U.K., Germany, Italy and Brazil

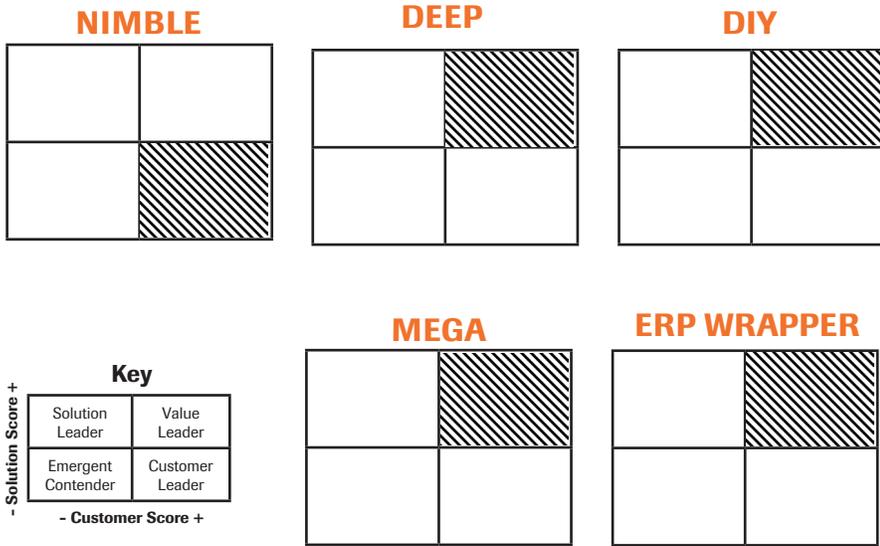
No. of employees: 180

Total annual revenue: Not disclosed

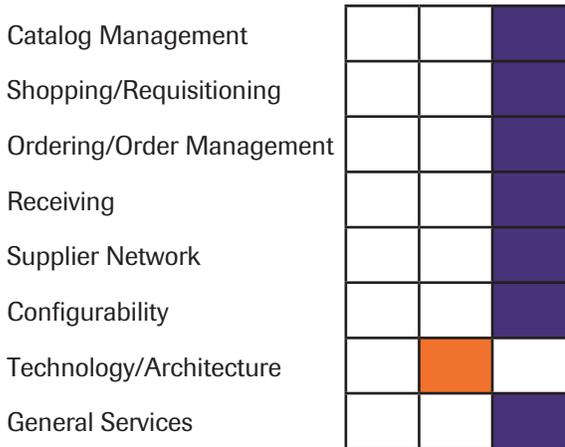
Customers: More than 250; 750,000 buy; more than 1 million supply.

Customers served in Canada, U.S., South America, U.K., Europe and Asia; they include Altisource, Banco do Brazil, City of New York, Consus, Fannie Mae, Honeywell, Lefrak, Meritor, Whirlpool, ISS, Lamy Optimiz, Lisi, Logica, MNH, Sephora, SPIE, UNEO, Vilogia and Vinci Energies

Available Modules: Supplier Information Management, Third-Party Risk, Issues Management, Improvement Plans, Vendor MDM, Sourcing Projects & RFX, Auctions, Category Action Plans, Bills of Material, Contract Management, Pricelist & Catalogs, Contract Authoring, Assets & Tooling, Item & Service MDM, Purchase Requisitions, Purchase Orders, Goods Receipts, Budget Tracking, Complex Services, Invoices & Payments, Invoice Data Capture, Accruals, Expenses, Early Payments, Spend Analysis, Savings Tracking, Performance Evaluation, Program Management, Advanced Analytics



Summary Solution Scoring



Customer Solution Scoring



Recommended Fit

- Based on its Solution and Customer Value scoring, Ivalua is a recommended fit for all e-procurement SolutionMap personas except Industry, although it is higher-ranked in certain personas than others
- As of our Q2 2017 SolutionMap, we have not evaluated Ivalua for the Industry persona (and therefore our exclusion from this persona is not a statement of capability to support specific industries)
- The functional strengths of Ivalua's other suite-based modules materially extend its e-procurement capability; the provider also delivers significant flexibility in deployment model / approach as well as highly granular flexibility for customers upgrading to new releases

Considerations

- Ivalua scored in the "top third" of vendors for nearly all the technology / solution components in the e-procurement SolutionMap analysis; it scored in the middle third in one area
- The provider scored in the "top third" for customer value in the e-procurement SolutionMap analysis
- The vendor has established use cases across industry including both private and public sector organizations
- Ivalua has a growing systems implementation and consulting partner ecosystem; the adaptability of the solution lends itself to high degrees of customization and/or configuration by partners if required

Appendix – RFI Summary Inputs (Solution and Customer Value Scoring Fields)

Catalog Management
Catalog Creation / Onboarding
Catalog Data Quality Control
Catalog Maintenance
Catalog Approvals
Catalog Objects
Catalog Mobility
Catalog Analytics
Catalog Roadmap
Catalog Contracts
On-Premise Software Option
Internet Shopping / Catalog Visibility
Catalog "Secret Sauce"

Ordering
Order Setup
Order Creation
Contract Compliance
Extensibility
Order Processing (buy-side)
Order Delivery / Communication
Order Collaboration (buyer/supplier)
Order Processing (supply-side)
Services Procurement Integration
International Trade and Logistics
PO Mobility
PO Analytics
Multi-languages & currencies
PO Roadmap

Shopping / Requisitioning
Requisitioning Set Up
Marketplace User Interface
Marketplace Dashboard
Profiles
Search Engine
Third-Party Content
Requisitioning Process
Systems Integration
Non-Catalog / Services Requisitions
Preferred Supplier Management
Repetitive Requisitions
Help & Support
Shopping Cart / Checkout Process
Approval Process / Approval Engine
Guided Buying
Sourcing Integration
Requisitioning Budget Checking Process
Requisitioning Inventory Checking Process
Mobility
Analytics
Multi-Currency / Languages
Requisition Roadmap
On-Premise Software Option

Supplier Network
Supplier Onboarding
Supplier Information Management
Supplier Performance and Risk Management
Catalog Management
Order Management
Invoicing
Other Supplier Network Value-Added Services
Ability to Connect to Multiple Supplier / Business Networks
Other Capabilities

General Services
Data Management Services
Managed Services / Co-Sourcing / Outsourcing
Consulting / Change Management

Configurability
P2P Configuration Set-Up
Business Rules / Workflow
Multi-Currency
Business-User Configuration
Technical Configuration
Vendor/Consultant Configuration
Customizations

Receiving
Receiving Setup
Fulfillment
Receiving Process
Receiving Integration
Receiving Mobility
Receiving Analytics
Receiving Roadmap
International Trade and Logistics

Technology / Architecture
Cloud
On-Premise Software Option
Robotics / AI / Machine Learning
Big Data
Block Chain
Mobile
Internet of Things (IoT)
OCR / Scanners
Intelligent Apps
Conversational Systems
Personalization
Open Standards
Integrations

Customer Value
Recommend this Provider
Level of Value Perceived
As a Technology / Solution Provider
Meet the Expectations
Pricing / Affordability
Quick Deployment
ROI
TCO
Business Value
Supplier Network
Maximize Spend Under Management
End User Experience / Ease of Use
Supplier Enablement
Process Expertise
Category Depth / Support
Industry Expertise
Capability / Feature / Functionality (P2P)
Broader Suite Capability (outside P2P)
Innovation
Ability to Handle our Unique Needs
Configurability
Systems Integration