



# Spend Matters™ | SolutionMap<sup>SM</sup>

Q1, 2018

## Source-to-Pay (S2P)

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## Keep Up with Today's Procurement Technology Solutions

Use SolutionMap to:



Track market developments  
& disruptors



Assess provider capabilities  
based on your needs



Identify your best-fit  
provider shortlist

You need to stay on top of technology advancements and understand how they can work to streamline your function.

Unfortunately, many traditional analyst frameworks to compare solution provider capabilities and create provider shortlists are static and take a 'one-fits-all' approach.

Access deep, tailored and current assessments of provider capabilities using SolutionMap - a new kind of solution provider ranking.

### Each SolutionMap...

- » Ranks a technology within the procurement and supply chain spectrum
- » Comprises equal parts customer and analyst input
- » Reflects different organizational needs through 'buying personas'
- » Gets updated quarterly to show market developments

Use SolutionMap on an ongoing basis to keep up with today's procurement and supply chain technology buying climate. Go to [SpendMatters.com/SolutionMap](https://SpendMatters.com/SolutionMap) and:



## Current SolutionMap Categories:

- » Contract Lifecycle Management (CLM)
- » E-Procurement
- » Invoice-to-Pay (I2P)
- » Procure-to-Pay (P2P)
- » Sourcing
- » Source-to-Pay (S2P)
- » Spend and Procurement Analytics
- » Strategic Procurement Technologies (Sourcing, Analytics, CLM, SRM)
- » Supplier Relationship Management and Risk (SRM)

## Upcoming 2018 SolutionMap Releases:

### **Contingent Workforce & Services Solutions, including:**

- » Vendor Management Systems (VMS)
- » Services Procurement (Statement of Work or SOW)
- » Freelancer Management / Talent Marketplace Providers

2018 will see continued quarterly updates of all SolutionMap rankings as well as additional SolutionMap coverage areas.

## SolutionMap Methodology

SolutionMap helps you compare solution provider capabilities based on your organizational needs across the procurement and supply chain spectrum. Here's how the rankings are created:

1. Every SolutionMap has a dedicated lead analyst supported by the greater analyst team of 12 plus operational support staff
2. The lead analyst develops the RFI in collaboration with the internal analyst team, customers and consultants to ensure requirements are comprehensive and relevant to practitioners following a set methodology
  - a. Capabilities definitions, personas and rating weights defaults are determined 'up front' before issuing the RFI
3. During the RFI process, providers need to:
  - a. Provide detailed company and customer demographics
  - b. Self-score solution requirements (with detailed specifications )
  - c. Describe all solution related services available to customers
  - d. Provide customer references
  - e. Supply documentation regarding:
    - i. Revenue models
    - ii. Buyer and supplier fees
    - iii. New vs. replacement customers
    - iv. Customer TCO, ROI and success metrics
    - v. Case studies
4. Customer references complete a detailed survey focused on key provider differentiators, delivery against expectations/requirements, strengths, promoter score, collaborativeness, improvement areas, problem solving skills, features/capabilities improvement needs, shortcomings and more (making up 50% of the score)
  - a. Individual customer inputs are never shared with the provider community
  - b. Customer identities are known to the core Spend Matters project team only
  - c. Customer inputs are aggregated to form the basis of the customer value ratings
5. Analysts participate in a 90-minute technology demo for each RFI participant to validate the self-scoring and adjust the scores up and down based on the technology demonstrations
6. Analysts rate providers against strict functional / solution definition requirements after reviewing providers' self-scoring RFI inputs and demonstrations. Extra review and spot checks may be performed. Solution draft scoring is finalized for each provider
7. Providers are invited to fact check their scores on a granular level against the average and request clarification, and have the option to appeal individual functional scores via a defined process involving additional written documentation, calls and demonstrations. Ranking placements are never shared with providers prior to final publication
8. Final SolutionMap rankings are created and produced in due course based on finalized data, previously defined criteria, weightings and inputs

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### The following assessment elements are taken into account:

- » All elements of a technology\*
- » Integrations
- » Supplier experience
- » Front end users and administrators' user experience

\* The technology elements are very detailed and vary by the technology being ranked

### Data Sources

The Spend Matters team uses several sources of information to create the RFI criteria, ranking weights, organizational buying personas and publications in relation to SolutionMap. These include:

1. Analyst team interactions with providers and end-user customers over time
2. Relevant Spend Matters' created reports, in-depth provider reviews and research sources

3. Providers' RFI inputs and support materials
4. 90-Minute solution demonstration (which needs to be renewed every 12 months or when a new product release occurs)
5. Customer survey responses based on references supplied by providers as well as initiated by Spend Matters
  - a. Clarification calls conducted by analyst team as needed
  - b. Quantities of customer inputs are reflected on the SolutionMap ranking graphics through the color of the provider 'bubble' (see '[How to read the ranking chart](#)' at the top of page 8)
6. Analysts conduct phone review with each ranked provider to discuss their scoring versus the average to allow for debate and clarification

» [Click Here](#) for details on **Vendor Selection** (including how to participate as a provider) and Spend Matters' **Code of Ethics**

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## SolutionMap Personas

Not all procurement organizations are equal. SolutionMap buying personas reflect different organizational needs tied to the unique value propositions served by a provider.

Identify the buying persona that most accurately reflects your organization below. SolutionMap provider rankings vary based on weighted requirements by persona. Keep the persona you've chosen in mind, and look for it among the persona-based SolutionMap ranking charts further below.

**Before you review the SolutionMaps below, take a moment to decide what persona(s) best represent your procurement organization:**



### NIMBLE Persona

**My organization:** Dynamic, results-focused, limited IT department involvement, risk-tolerant of new approaches and providers; Often decentralized, rapidly growing, and/or middle market

**We need:** Speed to value, low pricing; Modern, intuitive, cloud-based software with optional value-added services



### DEEP Persona

**My organization:** Highly sophisticated, rigorous, somewhat complex, risk-tolerant, happy to push limits of tech to create more value

**We Need:** The most comprehensive, tailorable solution for the job; Best-in-class functionality, breadth, depth and ability to support our sophistication



### CONFIGURATOR Persona

**My organization:** Moderately to highly sophisticated; Unique process requirements from unique, often complex supply/value chains

**We need:** Emphasis on flexibility, modularity, configurability and internal/external integration to ultimately support my organization's diverse and evolving needs



### TURN-KEY Persona

**My organization:** Outcome-focused; TCO approach to implementations; Often risk-averse and skeptical based on previous experiences

**We need:** A combination of software capability and supporting services to contractually deliver results and a defensible ROI; Pre-loaded capabilities, content, and know-how



### CIO-FRIENDLY Persona

**My organization:** Strong IT backbone, high IT influence and investment for buying decisions; Big focus on security, standardization, control, and risk/compliance

**We need:** IT support and CIO endorsement; A new 'skin' atop existing systems to optimize ROI; Proven ERP integration, enablement and knowledge; Solution compatibility with IT standards

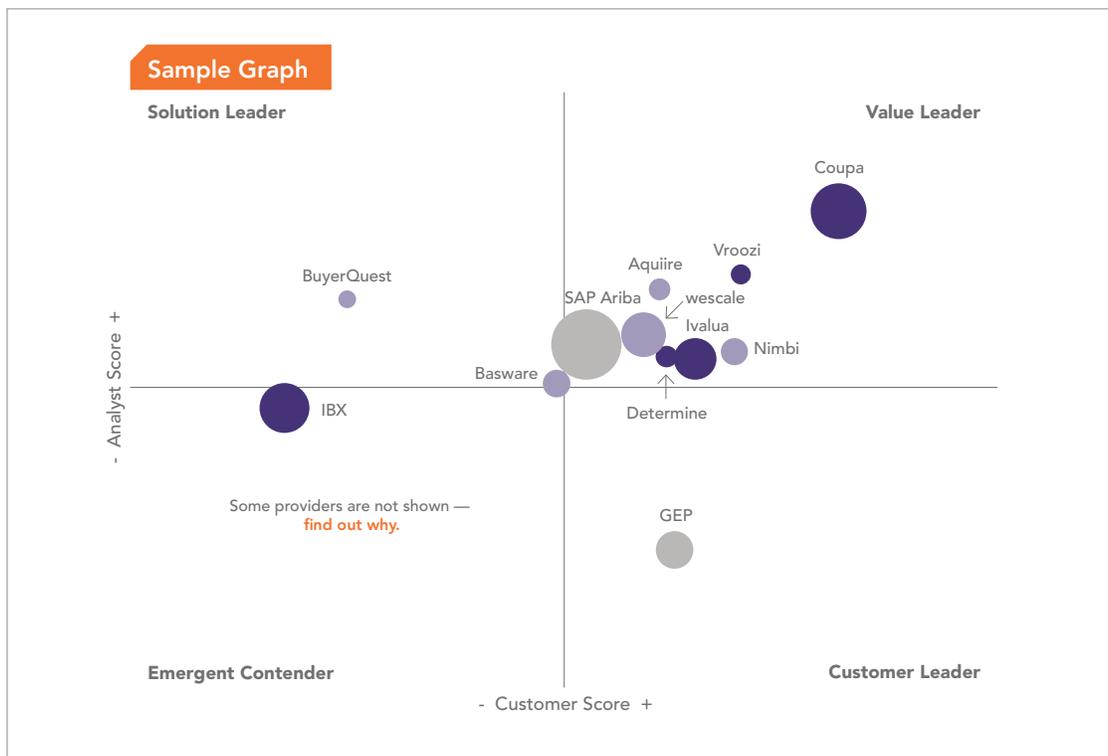
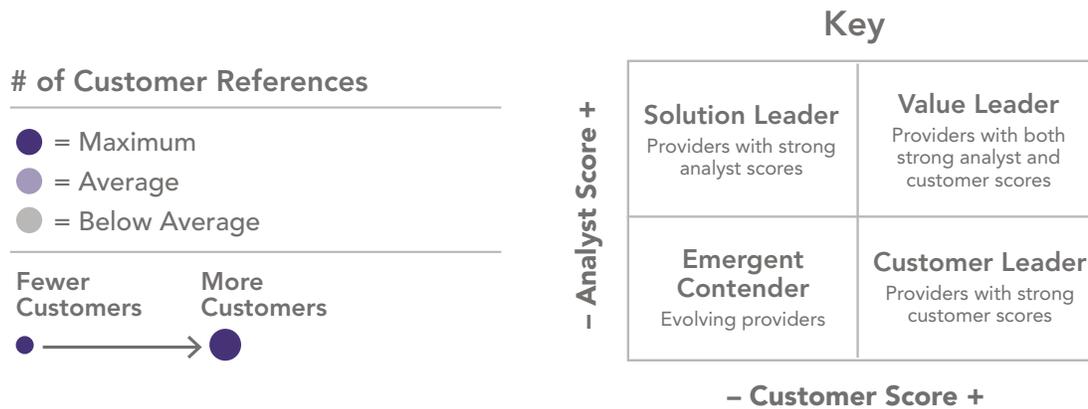
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## Reading the Ranking Chart

- » **The color** of the provider 'bubble' indicates the number of submitted customer references with dark purple being best.
- » **The size** of the provider 'bubble' indicates their number of customers.



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### READING THE RANKING CHART

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The **size** of the provider 'bubble' indicates their number of customers.

### # of Customer References

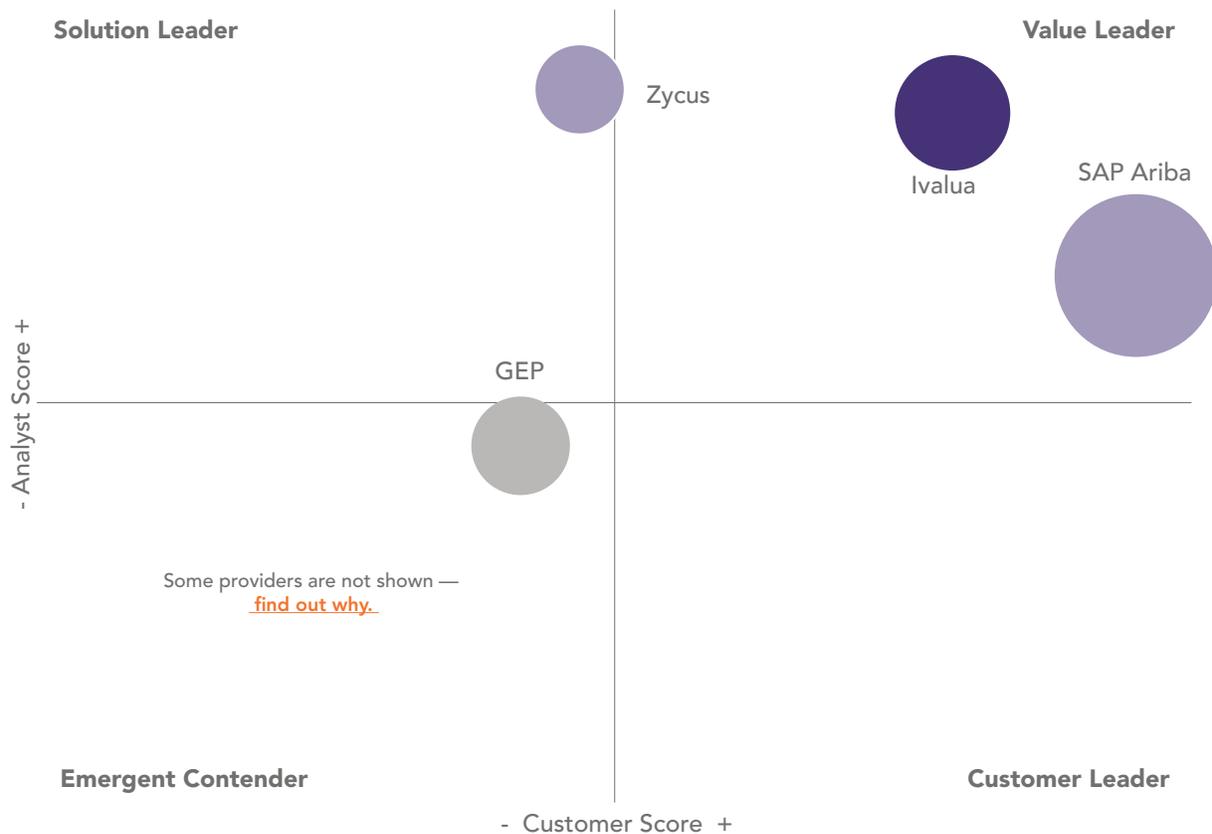
- = Maximum
- = Average
- = Below Average

Fewer Customers → More Customers

### Key

- Analyst Score +	Solution Leader	Value Leader
	Emergent Contender	Customer Leader
	- Customer Score +	

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## Spend Matters™ | SolutionMap™



### NIMBLE Persona

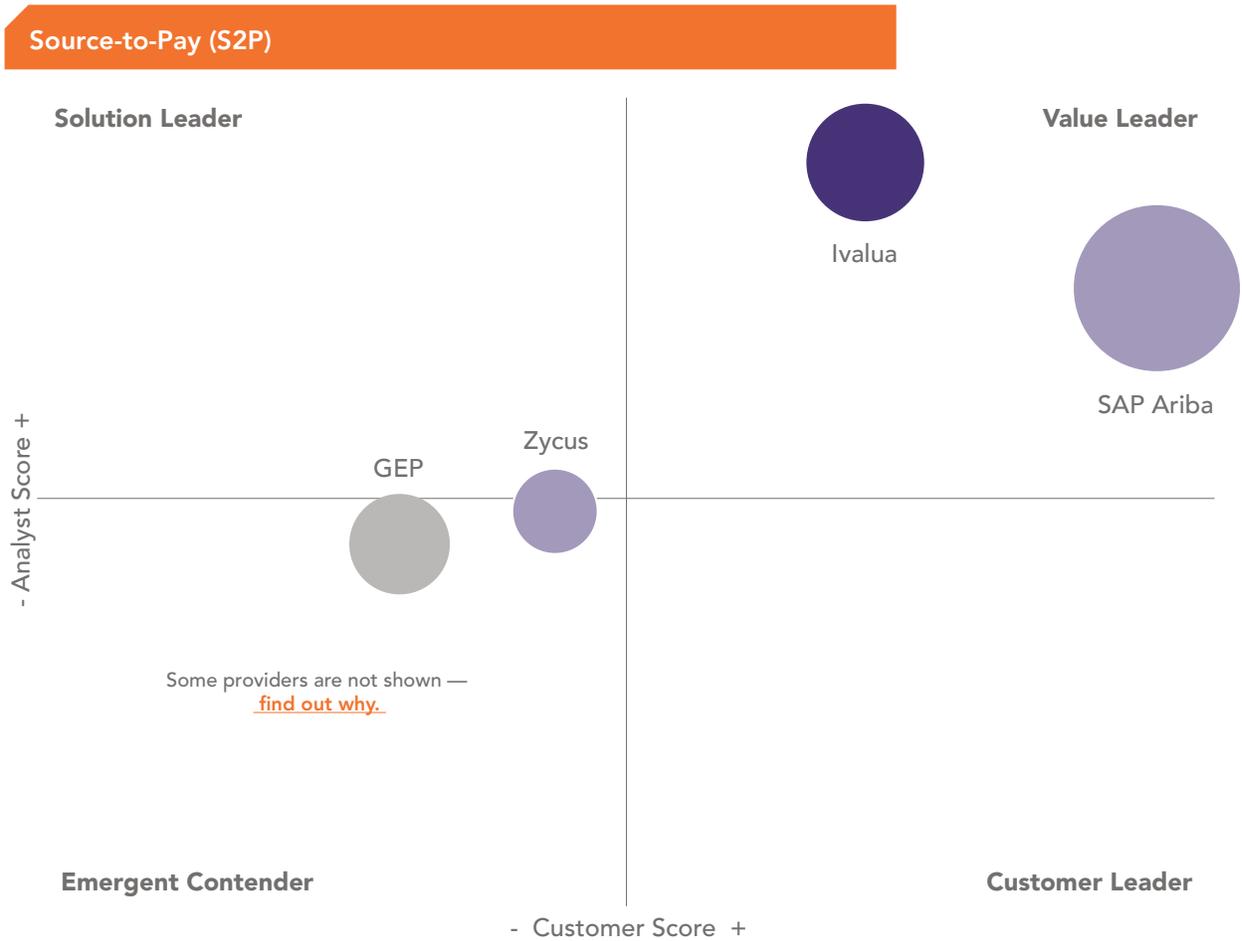
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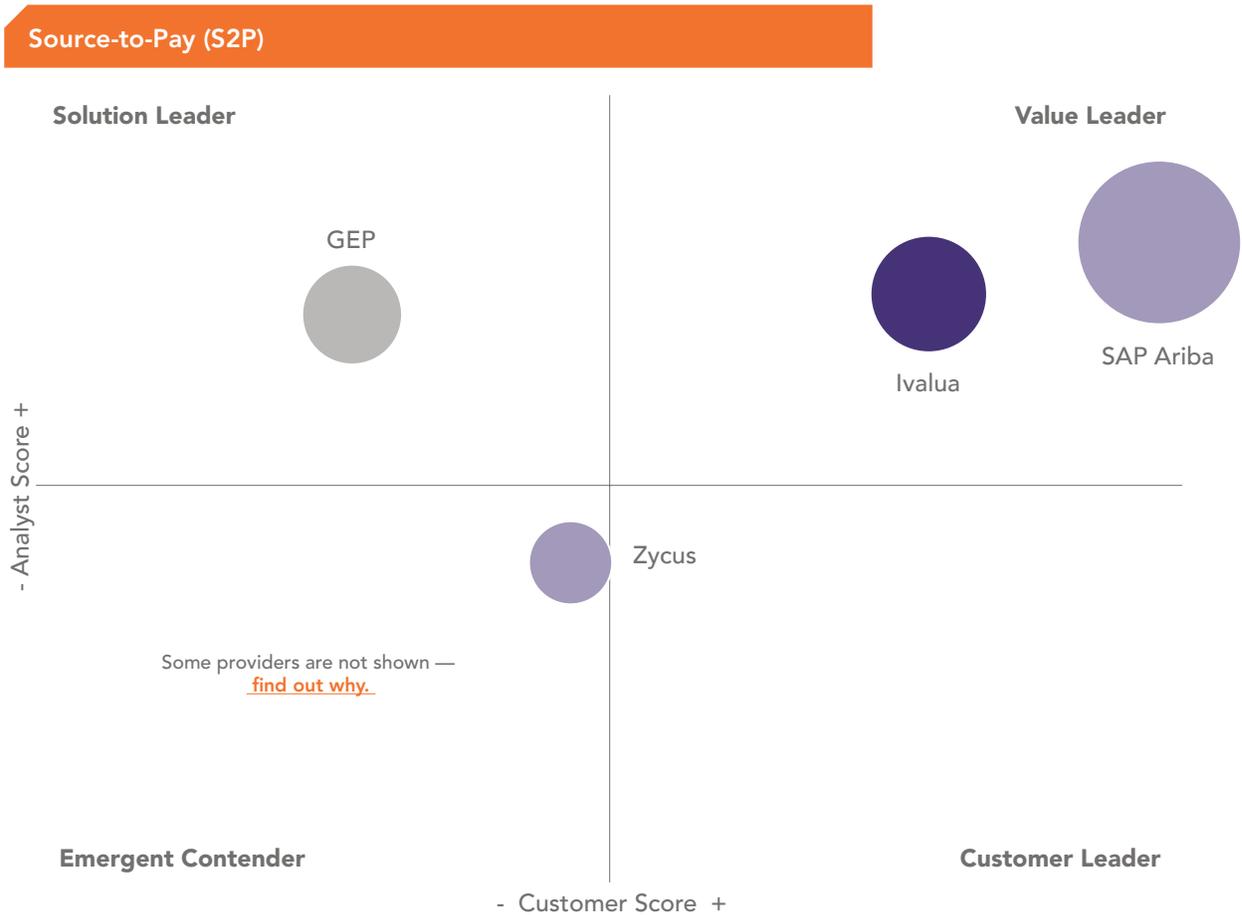
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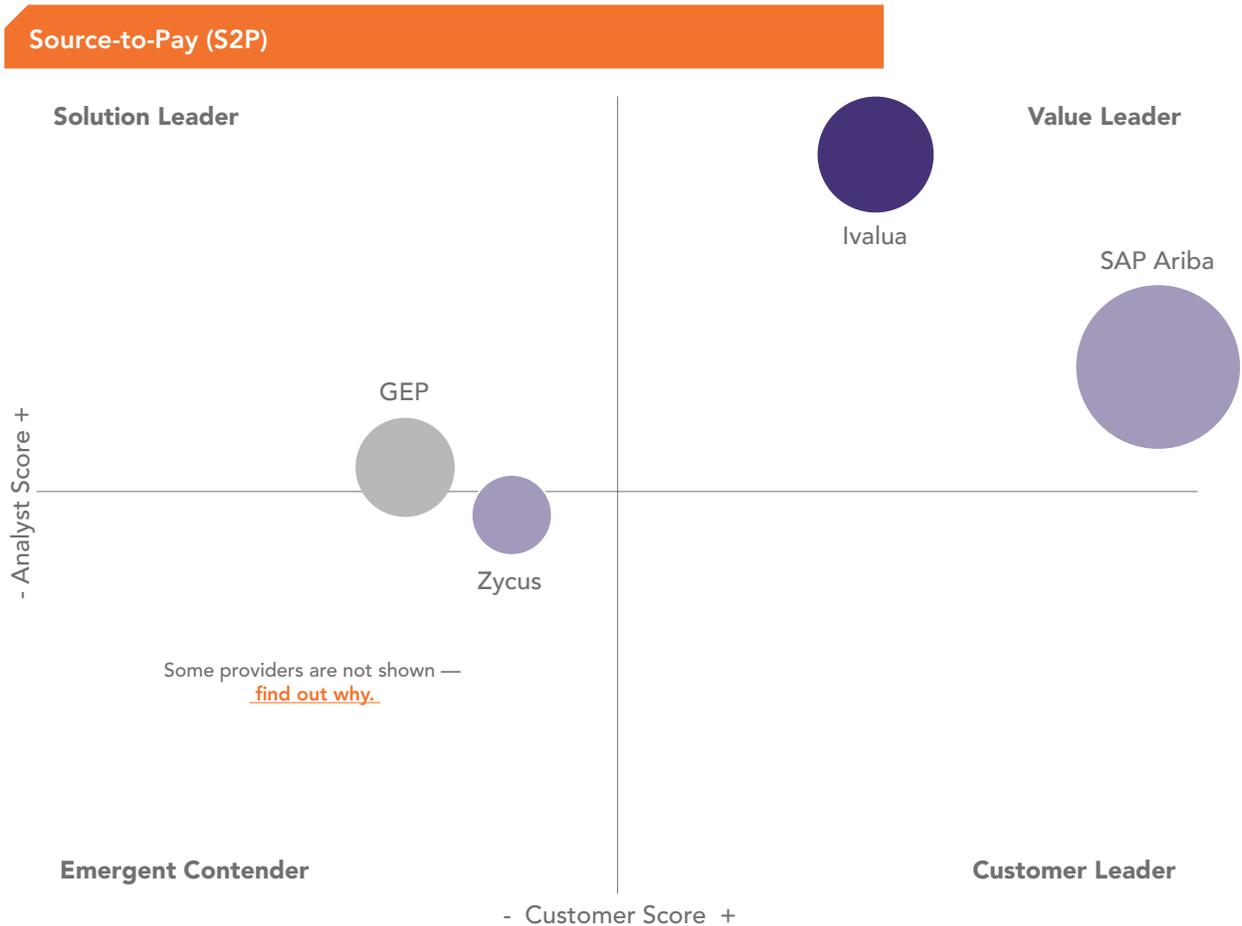
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### CONFIGURATOR Persona

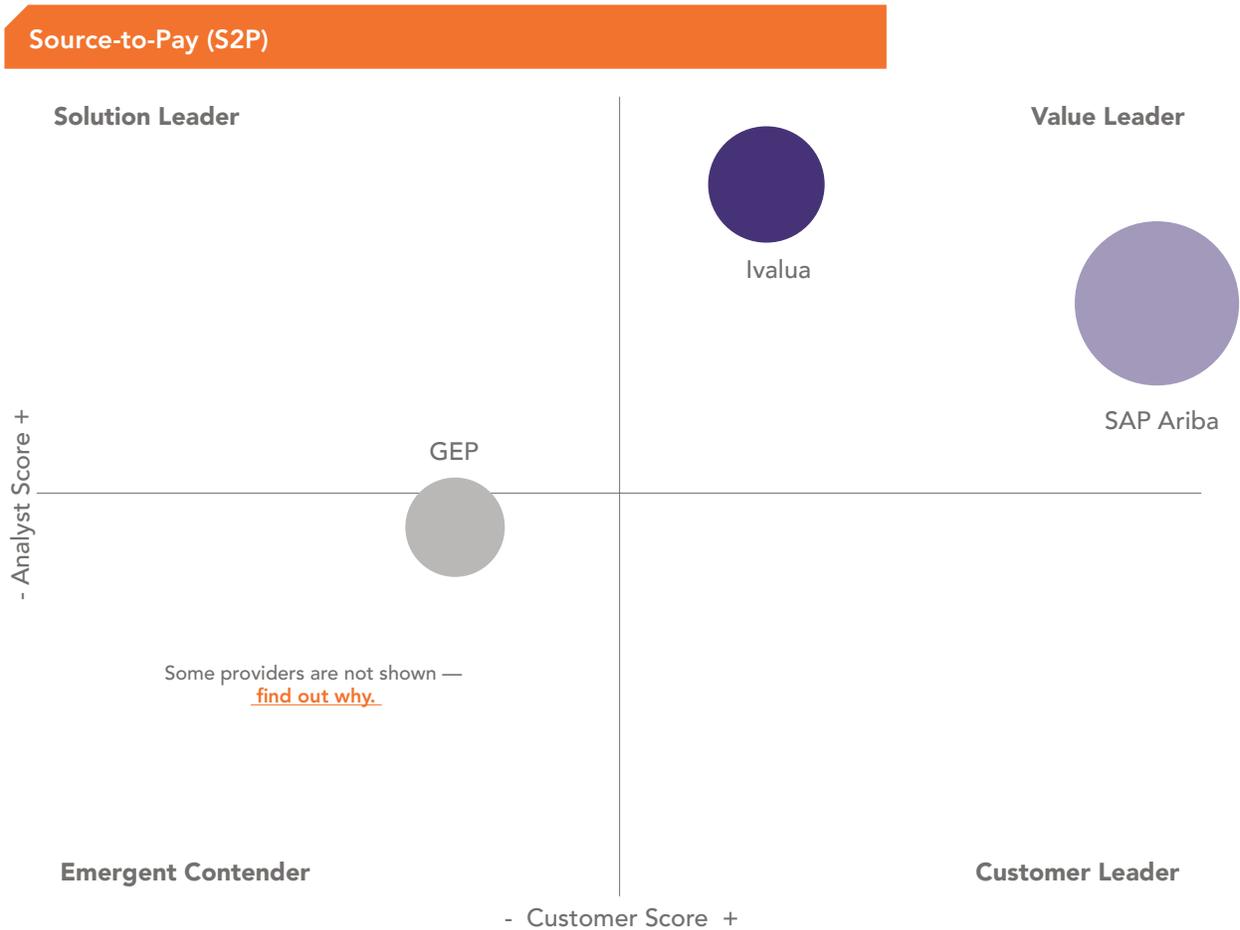
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# Spend Matters™ | Services

Leverage SolutionMap Intelligence

2018

## SolutionMap Technology Selection Services

Speed up your procurement technology selection process with [SolutionMap](#) - a groundbreaking technology selection guide for procurement professionals.

Based on roughly 500 solution requirement benchmarks using a reliable [comparison methodology](#), SolutionMap compares dozens of market-leading solution providers based on equal parts customer- and analyst-based inputs.

The best part? You can apply your own RFI weightings to get a truly customized assessment highlighting which providers are best in meeting your specific technology needs.

### Use SolutionMap Selection Services to:

- Cut down your RFI time and effort by an order of magnitude
- Make sure you're inviting only the most suitable providers, including 'best-of-breed'
- Choose the best solution approach – not just the best-fit provider

Unleash SolutionMap's unparalleled market intelligence to identify your best-fit technology provider - fast. **SolutionMap Selection Services include:**

- **Technology Gap Analysis** - Determine your organization's desired future state and inform your technology selection process. Including:
  - » Assessment of your organization's current and desired future technology state
  - » Identification of potential technology to address your unique requirements
  - » Specific technology landscape review (innovations, newcomers, disruptors)
  - » Assessment-based actionable process and data flow recommendations
  - » May also include guidance on how to build the best business case across multiple stakeholders
- **Requirements Identification & Shortlist Selection** - Leverage SolutionMap to create your tailored RFI and best-fit provider shortlist. Including:
  - » Cross-departmental interview guides
  - » Derivation of your custom RFI (in MS-Excel) from SolutionMap-based functional requirements and weightings recommendations - adjusted to your unique technology needs
  - » Tailored SolutionMap ranking graphic (in MS-Excel) and provider shortlist selection based on your custom RFI

To participate  
in future  
**SolutionMaps**,  
please fill out  
**this form.**

- » Documentation by individual capability and open-ended follow-up questions for all shortlisted providers

*Optional: Granular insight into provider SolutionMap performance (not published externally)*

- **End-to-End Technology Selection Guidance:** Advisory check-in calls to review technology selection process at key milestones (such as provider scoring review, negotiations, integration, implementation and optimization planning)

## Self-Service Options

Leverage procurement solution intelligence through a Spend Matters membership plan:

### Coming Soon

- **SolutionMap Insider:** Members-only access to Summary Ranking insights and recommendations, featuring:
  - » Quarterly SolutionMap Provider Summary Reports
  - » Provider Scoring Summaries for SolutionMap Providers (see example) including:
    - \* Rankings overview by buying persona
    - \* Solution Scoring Summary
    - \* Buying Recommendations & Considerations
  - » SolutionMap 'Results Interpretation' and 'Persona Deep-Dive' articles
  - » Exclusive historic view of SolutionMap rankings and support materials (beyond current quarter)
- **Technology Feature/Function Assessments leveraging Spend Matters PRO Membership, featuring:**
  - » 75+ providers across the procurement and supply chain spectrum
    - \* Feature/function & SWOT analysis
    - \* User requirements checklist
    - \* Selection considerations
  - » 150+ New research briefs published annually
    - \* Technology market outlooks
    - \* Adoption and integration guides
    - \* User Interface (UI) guidelines



**Unleash SolutionMap Intelligence to Find Your Procurement Technology Provider - Fast!**

[Contact Spend Matters Now](#) to Get Started

# Spend Matters Almanac

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## Have you tried [Spend Matters Almanac?](#) Vendor Intelligence for Modern Procurement

Vendor research is more than a company search in Google. Use the Spend Matters Almanac to identify and research organizations that serve the procurement and supply chain industry through:

- Company and services descriptions
- Spend Matters analyst reviews
- Links to vendor coverage on Spend Matters

**SPEND MATTERS ALMANAC IS A FREELY AVAILABLE RESEARCH TOOL**

**400+**  
Listings

**24**  
Categories

**140+**  
Analyst Insights

# Spend Matters™

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## Solution Intelligence for Procurement

Spend Matters is the leading solution intelligence source for procurement and supply chain professionals. Combining deep technology analysis and tailored advisory services with daily news coverage and subscription research, Spend Matters is trusted by CPOs, consultants, investors and solution providers alike as their procurement technology intelligence partner. [Spend Matters](#) is owned and managed by [Azul Partners, Inc.](#)

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