

# RFP365

## CASE STUDY

### INDUSTRY:

HR Technology

### USE CASE:

Responding to RFPs

### VOLUME:

Approximately 20 RFPs annually



### COMPANY OVERVIEW

PlanSource provides a cloud-based solution for benefits administration and human capital management.

### INTRODUCTION

Responding to RFPs was wasting too much time ... without delivering results.

"People who were already very busy at their jobs spent far too much time providing RFP responses, only to have us lose the project anyway," said Michael Makatura, Sr. Director of Analytics & Sales Operations at PlanSource.

### SOLUTION

PlanSource identified RFP365 as the solution that best addressed their needs.

"PlanSource needed a tool that would help us be more effective ... that would empower our people, process, and technology," Michael said. "RFP365 was that solution."

After becoming more familiar with RFP365's capabilities, Michael now touts the solution's benefits and hopes more organizations will take advantage of the innovative technology.

"We implemented RFP365 a little over a year ago and are hoping it becomes the standard for all brokers to issue RFPs

"Since implementation, our productivity has **increased by 85 percent.**"

to vendors," he said. "It provides all parties within the RFP process a productive, seamless experience that significantly reduces the amount of time spent."

### IMPACT TO THE CLIENT

PlanSource saw a measurable reduction in time spent responding to RFPs.

"Since implementation, our productivity has increased by 85 percent, and our throughput has increased by 200 percent," Michael explained. "We're accomplishing more with less effort. RFP365 has been a key enabler in addressing our RFP challenge."

Additionally, RFP365 empowered PlanSource to develop stronger relationships with organizations that issue RFPs.

"We believe implementing RFP365 has deepened our partnership with our RFP issuers," Michael said. "The platform allows us to be more efficient and precise in our RFP responses, providing issuers with an even better bidding experience."