

RFP365 has **Revolutionized** Mitrotech's RFPs

The Problem

As a multi-national **legal information services company**, offering software and services for in-house legal professionals and companies, Mitrotech needed secure, accurate, and exact RFP responses.

But their current proposal management system, a **hodgepodge** of shared **drives, spreadsheets, project management tools**, and manual calendar alerts just wasn't cutting it.

"I had to be on top of each reminder to make sure we stayed on track. I was also having to complete **painstaking** gap analysis of each proposal -- based on which cells were empty in the shared Drives. It was incredibly time consuming."

Mitrotech had two key problems. First, there was **no centralization**, each team member had to sign up for half a dozen tools to make sure they'd be notified of the appropriate messages and reminders. Second, their **database of stored past responses** was simply **too difficult to navigate**.

Engineers and SMEs (Subject Matter Experts) were spending hours rewriting content they knew existed because they were too frustrated with the 'database' to try to go and find it.

"It was just easier to spend twice as much time rewriting their response, even though it was the same question they'd gotten 18 times before."

But when our RFP volume started to skyrocket, something had to change. We decided there had to be a better way. We knew there was software out there, so we started looking for a solution. **We knew we needed:**

1. A tool with superior **Knowledge Management**
2. The ability to find **quick answers**, a couple of relevant sentences, rather than whole sections
3. An easy way for non-technical writers to find a **clean record of technical details/specifications**
4. **Centralized tool** that would replace the pieced together drives, manual calendar reminders, etc."



The Solution

"The **RFP365** Knowledge Base (KB) has **done far beyond what our previous tools could do**. Unlike the others, it effectively searches past responses and provides matches and suggestions for each question. The ease of use for 'lay' **team members** to go through the KB and **find what they need without looping in a SME** has been amazing.

RFP365 has also been **great for answering security questionnaires**. We respond to about three questionnaires per week, they're often 350+ questions, and if I didn't have this tool to help, I would go nuts. For example, a few months ago, a major overseas client came to us with an RFP.

We were in a very good position to win the business, but **we had to submit our proposal within 6 business days**, which quite frankly, is pretty unachievable.

But with RFP365, not only did we turn it around in time, no one had to work over the weekend.

RFP 365 ROI

The Success

“We’re getting more out of RFP365 than we anticipated. We decided that if all we got out of RFP365 was effective knowledge management it would be worth it. But the task reminders, progress status tracking with all the nice graphs, the ability for SMEs to communicate and adjust without pulling me [the Proposal Manager] in, have all been great **added benefits we didn’t expect.**”

“The RFP365 **customer support** is also **absolutely amazing.** I reach out with a question, expect a response within a couple of days, but then get a call with an answer within half an hour. I didn’t expect that, and it’s been awesome.

“Not only does this tool help Mitrtech respond to official RFPs, but it’s **also enabled us to respond more effectively to security and IT questionnaires.** It’s allowed me to take my security SME essentially out of the loop, so he’s no longer spending 20 hours a week on security questionnaires.

“Especially given our recent influx of new RFPs, what we’ve accomplished this year, would not have been achievable without RFP365. It’s easily shaved off one-third of our response time.

It’s literally like having another person in my department. It’s revolutionized the way we’ve done RFPs, and empowered us to win more business.”

Effective Knowledge
Management



More Proposals,
Less Effort



One-Stop
Project Tracking

