Scanmarket

Implementation & Adoption

Implementing a source-to-contract platform does not guarantee success. Using it does.
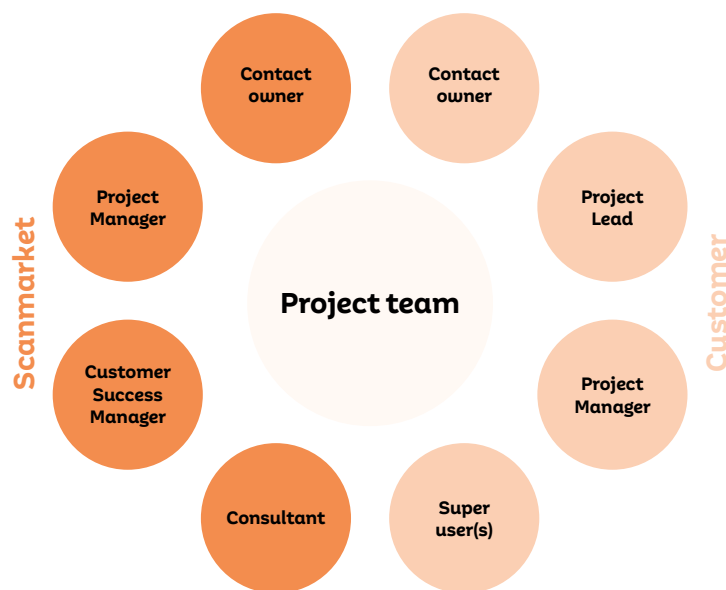
We Take Implementation Seriously

The implementation process can make or break a software purchase. We recommend taking a phased approach to implementation, tailored to your biggest challenges to give your organization the best chance of success.

The average implementation time for a standard project is 4-8 weeks, depending on the final project scope.

A Phased Approach to Implementation

01 **Kickoff:** Define the bespoke implementation plan and project milestones.

02 **Customer Requirements:** Define how the system should be configured in terms of company structure, user roles, and initial templates according to customer requirements.

03 **System Configuration:** Configure the system based on customer requirements defined in phase 2.

04 **Training:** Ensure all users are trained and ready to use the system after system launch.

05 **System Launch:** Finalize the project by signing off on the delivered system and training.

06 **Success Management:** Start to drive adoption, usage and best practice adherence with the combined Scanmarket and Customer S2C Program Driving Team.

Implementation Requires a Team Effort

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Customer

Contact owner

Contact owner

Project Lead

Project Manager

Project Manager

Customer Success Manager

Consultant

Super user(s)

Project team

Read More

Adoption within Your Organization

Scanmarket's customer success team works closely with your organization to proactively drive user adoption, throughput, and ROI. We create and implement a success project plan that defines KPIs, and other key metrics based on your business objectives.

On average, customers see a 300% increase in productivity and savings from their source-to-contract programs when they move to Scanmarket.

Post-implementation Is Where the Real Work Begins

The buying organization and the chosen solution provider often spend the most time and energy on selecting the right solution and implementing it, including configuration, data migration, standard training, and roll-out of the solution.

However, post-implementation is where the real work begins, and where most organizations place the least focus. Post-implementation is comprised of different components, depending on the S2C solution and maturity of the organization including:

- A detailed and robust **success plan**
- **Proactive driving** of initial widespread adoption
- **Training and support** of a super user network within the organization
- Monitoring and optimizing **performance**
- **Calculating and reporting** on the benefits and ROI of the S2C solution
- Continuous **evaluation and improvement**

500+ Customers Chose Scanmarket!

Associated British Foods plc | ASSA ABLOY | novozymes | Fazer | PANDORA | ACCOR

ISS | ULTA BEAUTY | usbank | MARSTON'S | love every drop anglianwater | Emirates Flight Catering | LIBERTY GLOBAL

Levi's | BOLIDEN | Orkla

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