Scanmarket

SuccessPlus

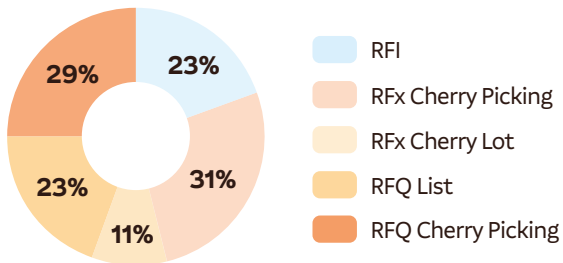# A Partnership Approach

SuccessPlus is our proven framework for ensuring successful adoption of your source-to-contract solution, delivered by working closely with our customers to actively drive user adoption and ROI.
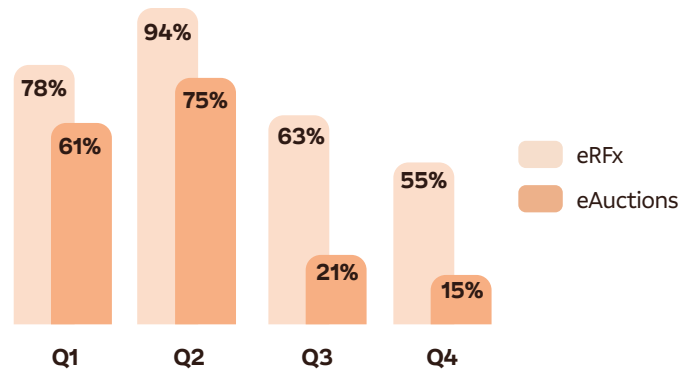
Your Success is Our Success

The SuccessPlus program is led by a collaborative team made up of customer key stakeholders at different levels of seniority and a dedicated Scanmarket customer success manager. The team defines applicable source-to-contract KPIs based on customer key objectives, and then creates and implements a success plan with monthly/quarterly milestones driving towards those KPIs.
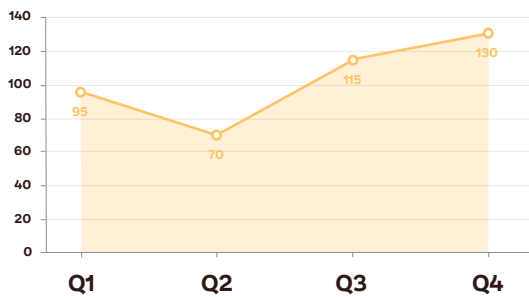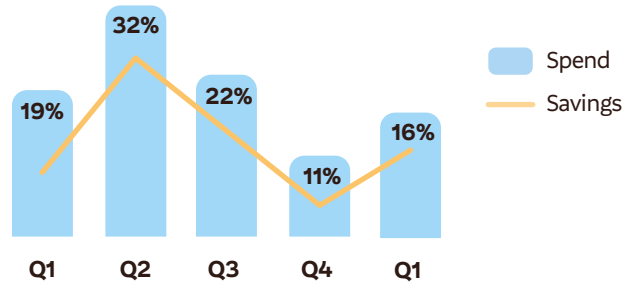
Event types

- 23% RFI
- 31% RFx Cherry Picking
- 11% RFx Cherry Lot
- 23% RFQ List
- 29% RFQ Cherry Picking

Yearly eRFx & eAuctions

	Q1	Q2	Q3	Q4
eRFx	78%	94%	63%	55%
eAuctions	61%	75%	21%	15%

Index

Q1	Q2	Q3	Q4
95	70	115	130

Spend & Savings

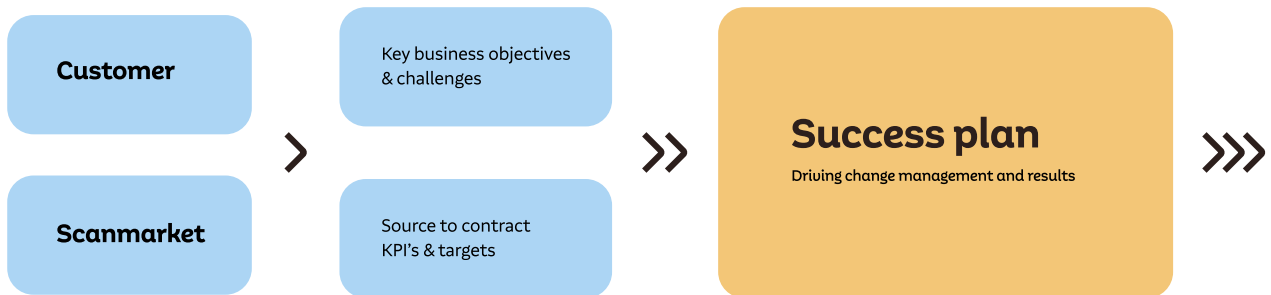|	Q1	Q2	Q3	Q4	Q1
Spend	19%	32%	22%	11%	16%

Savings

Executive sponsors get continual reporting and periodic health-checks to monitor progress and identify areas for improvement, coupled with best-practice recommendations. This approach, where followed by the customer, guarantees excellent user adoption and fast ROI.

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Maximize ROI Using Best Practice

Our customers are guided towards achieving best-in-class status for their source-to-contract processes, supported by our customer success and consultancy team, built on our best-practice methodologies developed during 20+ years in the industry.

Read More

The SuccessPlus Framework

Customer	Key business objectives & challenges		Success plan
Scanmarket	Source to contract KPI's & targets		Driving change management and results

The Key Elements of SuccessPlus Include:

- **Create a driving team** with the sole purpose of driving source-to-contract success
- **Define source-to-contract KPIs and targets** feeding into your wider procurement/business objectives.
- Create and implement a **success plan** with monthly/quarterly/bi-annual milestones, KPI tracking and 360-degree health-checks.
- **Regular status meetings** to monitor and drive performance, uncover gaps, adjust the approach, and deliver more training where needed.
- Communicate a **clear top-down directive** to explain the program and its benefits.
- Train and support a **super user network**
- **Network and knowledge share** with peers.
- Access to **best-practice templates, checklists etc.**

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