



PROCUREMENT TECH 101: KEY QUESTIONS TO ADDRESS BEFORE SELECTING YOUR NEW PROCURETECH PARTNER

In its ideal state, procurement technology is a transformative force with immense potential benefits including increased efficiency, improved transparency and significant cost savings.

However, like any significant organizational change, the decision to implement a new procurement tool should never be taken lightly. It requires a thoughtful analysis of various factors that can significantly impact the effectiveness and efficiency of your procurement operations.

Key among these considerations is the software provider's capabilities, both in terms of functionality and implementation. A top-tier provider should offer a solution that not only meets your organization's unique needs but also integrates seamlessly with your existing systems. Equally important is the after-implementation support and expertise the provider can offer.

As leading procurement technology providers, the following pages detail common questions and concerns we've encountered and the right actions you should take to address them.



QUESTION: How do I manage the acquisition and implementation of new Source-to-Pay (S2P) software which will take resources and expertise that we don't have on the team today?

Look for providers that take charge of implementation instead of outsourcing to third-party contractors that inflate costs, lengthen timelines, and aren't aligned with the contract terms. Prioritize assessing solutions that are cost-effective and can be implemented as a complete suite of solutions or as individual modules that can combine with your existing technology stack to reduce the amount of up-front change required.



QUESTION: What can I do if I lack the necessary expertise to manage the software post-implementation and need to hire additional staff, resulting in additional costs?

Traditional S2P technology solutions are complex and have a steep learning curve. Choose providers with dedicated customer support to assist with onboarding and user adoption while also training procurement staff with the skills and knowledge they need to maximize the use and efficiency of their technology investment. The keywords you'll need to look out for are "service-enabled platform," where clients are assigned expert resources to manage data hygiene, category analysis, and staff augmentation tasks - so procurement staff can focus on using the software for higher-value activities. Not every provider can do this, so ask yours about their level of support and commitment.



QUESTION: What if my employees resist changing their workflows and processes, leading to low adoption rates and underutilization of the software?

Go with software that's designed with an agile and intuitive user experience in mind. A well-integrated S2P platform allows users to access and switch between different modules within a single user environment, creating one unified user experience. The key is to minimize the effort for employees during onboarding and on an ongoing basis as they use the software to do their jobs. The user interface should be straightforward and integrate naturally into workflows to reduce time and effort for adoption. Select providers will also offer domain experts and practitioners throughout implementation to help resolve employee concerns and ensure best practices are implemented.



QUESTION: How do I deal with integration issues with my existing ERP system, which lengthen implementation timelines and introduce risk of error?

Speak to providers about the technical aspects of their integration capabilities and ensure they can commit technical resources to support this phase of implementation. Look for solutions that are designed with simple integration in mind, reducing the need for IT resources from your organization to support and accelerating implementation timelines. Be on the lookout for tools with flexible data requirements and workflows that are easily tailored to the limitations of your existing ERP systems, minimizing the risks of delays and errors.



QUESTION: How can I avoid the end result where my sourcing performance is unchanged (or worse) after implementing the procurement technology solution?

This is a valid concern if the platforms you are evaluating are simply automating your current process. Look for tools that can truly simplify your sourcing process (and not add complexity, which will drive down adoption) and providers that can support your sourcing efforts with price benchmarks, supplier panel recommendations and sourcing strategies, and RFP templates.

This service-enabled technology approach will ensure you are truly able to drive additional value for your business, versus simply automating a manual sourcing process.

If these questions sound all too familiar, or if you'd like to work with experts to elevate your procurement capabilities, get in touch with us [here](#).

Built by Practitioners, for Practitioners, OneMarket is a suite of five integrated modules that enable and automate the entire Source-to-Pay lifecycle, available individually or in combination to suit our customers' needs and priorities. Learn more about OneMarket and its modules at www.logicsource.com/onemarket.

Looking for an in-depth analysis of the procurement technology landscape?

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