

Business Case

Organizations have long made use of the Customer Relationship Management (CRM) solutions. The ability to closely manage and monitor customers is the best way to maximize revenue. This model has enabled sales organizations to more effectively map resources to sales cycles and to more efficiently manage the closing process. The next question to be asked is what happens to the client. How does the client maximize and manage the supplier community? How does the client or organization assure itself that they are paying a good market rate for the commodity or service? The utilization of fiscal, human, fixed and soft assets is the foundation of the new efficiency models for any organization.

As organizations have developed their offerings and services, their internal delivery structure is increasingly dependent on external organizations, products and services. This dependency has created an environment that is managed by agreement structures. These agreements contain many fiscal, legal, and business operation responsibilities. The ability to proactively manage one's suppliers has led to the creation of a new paradigm, Vendor Relationship Management (VRM).

SLEDVision is a subscription based VRM solution for State, Local Government, & Education (SLED) customers. VRM processes are becoming a mission critical component for government entities. Budgets are ever decreasing and the accountability for expenditures and outcomes are ever increasing. SLEDVision gives its customers the ability to manage to a desired and predictable outcome. This is the foundation for the justification and defense of expenditures and relationships. Vision is the key to the government efficiencies and an increased level of service to their constituents. SLEDVision provides a solution to enable the development of that Vision.

Value Proposition

Have you ever said this as an organization, "We are not receiving the value for our investment." If so, there are two words that an organization must define: "Value" & "Investment". Value and Investment are subjective terms that are defined differently by each organization. More importantly, an organization must manage to these definitions once they are established for each vendor relationship. VRM is a methodology for defining these definitions as well as managing the relationship definitions. SLEDVision will enable you to efficiently "Operate", "Coordinate", "Negotiate", and "Collaborate" their external vendor resources.

Solution Summary

SLEDVision offers seven modules to automate the VRM process:

- Agreement Vision
- Instrument Vision
- Finance Vision
- Market Vision
- Performance Vision
- Relationship Vision
- SLEDBook

ROI Business Case

Measurable Benefits

- Improve vendor management processes
- Overall lower cost in software, hardware, and services
- Real-time information for fact-base decisions
- Leverage community collaboration
- Manage budgets, cash flow and resources more efficiently

Financial Benefits

Through the analysis of over five hundred agreements, the trend is that customers are paying on average 18% to 30% more than they should, when compared to the market.

Case Study: Renewal

A large state agency in the process to renew a complex \$10 million dollar agreement analyzed the proposal with the current agreement and identified significant savings.

Case Study: Market Data

A state agency analyzed a large, multi-year agreement to their Market Peers. Results identified several solutions over 300% Market Price, with potential savings of \$2.4 million.

Case Study: Multiple Agencies

Three state agencies procured and managed software from the same software vendor. SLEDVision analyzed three agreements and identified significant savings

