COMPANY X

As part of the SolutionMap RFI process, Spend Matters continuously solicits customer references to determine a procurement technology provider's placement on the ranking graphics. This is a Spend Matters curated summary of verified customer feedback for a SolutionMap-ranked provider.

Applicable SolutionMap Categories:

- Source-to-Pay; Procure-to-Pay; Strategic Procurement Technologies

	Average	**High Score**	**Low Score**
Recommend to others?	8.5	10	2
Meets Expectation versus what was sold?	7.9	8	7

Top 3 Key Differentiators

1. As a Technology/Solution Provider	Avg. rating 8.73
2. Level of Value Perceived	Avg. rating 8.55
3. Meet the Expectations	Avg. rating 8.31

*Scores based on between 5 and 45 validated customer references, on a scale of 1-10

Greatest Provider Strengths

ROI, Ease of Implementation and Use, Integration, Flexibility

"ROI was accomplished well ahead of schedule"

"Ease of use and strong ROI"

"Very great value financially and business-wise. Set a strategic and effective plan for deployment. Able to work with suppliers to report and therefore maximize spend, ROI, and TCO. Offers unique capabilities and able to tailor to our needs."

"Quick implementation and fast ROI"

"It is a very friendly solution, easy to use and implent. The cost is not higher and the ROI is attractive"

"Any questions or issues that came up were addressed immediately, no matter the day of week or rime of day. This level of attention and support is ongoing and continues after implementation and integration of the product."

"I have worked in Finance/Operations for over 20 years and from the first phone sales call we had with them, they were upfront, knowledgeable and responsive. I have never had a system integration go so smoothly and have such a strong support network continue post-implementation and integration. They are highly reliable and authentic in their drive to provide the best customer experience."

"Availability and responsiveness of the team during planning and implementation. Collaborative approach to deliver a key project to the business on time and with strict governance."

"Systems integration, technologies that integrate with most of the ERPs."

"Strong on data extraction due to excellent integration team. Very experienced and hands-on project manager who really knows the product."