



Spend Matters® | SolutionMap

Spring 2022

Supplier Relationship Management and Risk (SRM) Solution Rankings

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Keep Up with Today's Procurement Technology Solutions

Use SolutionMap to:



Track market developments
& disruptors



Assess provider capabilities
based on your needs



Identify your best-fit
provider shortlist

You need to stay on top of technology advancements and understand how they can work to streamline your function.

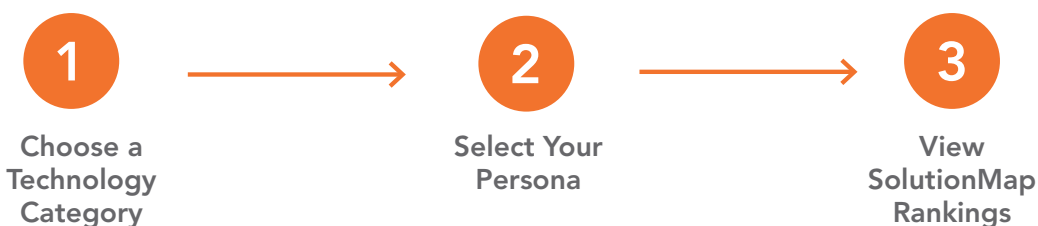
Unfortunately, many traditional analyst frameworks to compare solution provider capabilities and create provider shortlists are static and take a 'one-fits-all' approach.

Access deep, tailored and current assessments of provider capabilities using SolutionMap - a new kind of solution provider ranking.

Each SolutionMap...

- » Ranks a technology within the procurement and supply chain spectrum
- » Comprises equal parts customer and analyst input
- » Reflects different organizational needs through 'market personas'
- » Gets updated semiannually to show market developments

Use SolutionMap on an ongoing basis to keep up with today's procurement and supply chain technology buying climate. Go to SpendMatters.com/SolutionMap and:



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Current SolutionMap Categories:

- » AP Automation/Invoice-to-Pay
- » Contract Lifecycle Management (CLM)
- » E-Procurement
- » Procure-to-Pay (P2P)
- » Source-to-Contract (Sourcing, Analytics, CLM, SRM)
- » Source-to-Pay (S2P)
- » Sourcing
- » Spend and Procurement Analytics
- » Supplier Relationship Management and Risk (SRM)
- » VMS (including SOW)

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SolutionMap Methodology

SolutionMap helps you compare solution provider capabilities based on your organizational needs across the procurement and supply chain spectrum. Here's how the rankings are created:

1. Every SolutionMap has a dedicated lead analyst supported by the greater analyst team of 12-plus operational support staff
2. The lead analyst develops the RFI in collaboration with the internal analyst team, customers and consultants to ensure requirements are comprehensive and relevant to practitioners following a set methodology
 - a. Capabilities definitions, personas and rating weights defaults are determined 'up front' before issuing the RFI
3. During the RFI process, providers need to:
 - a. Provide detailed company and customer demographics
 - b. Self-score solution requirements (with detailed specifications)
 - c. Describe all solution related services available to customers
 - d. Provide customer references
 - e. Supply documentation regarding:
 - i. Revenue models
 - ii. Buyer and supplier fees
 - iii. New vs. replacement customers
 - iv. Customer TCO, ROI and success metrics
 - v. Case studies
4. Customer (user) references complete a detailed survey focused on key provider differentiators, delivery against expectations/requirements, strengths, promoter score, collaborativeness, improvement areas, problem solving skills, features/capabilities improvement needs,

shortcomings and more (making up 50% of the score)

- a. Individual customer inputs are never shared with the vendor community
- b. Customer identities are known to the core Spend Matters project team only
- c. Customer inputs are aggregated to form the basis of the customer value ratings
- d. Spend Matters directly solicits references from procurement practitioners
 - i. Entries are manually reviewed and validated by the SolutionMap Team who check the identity of the submitter and ensures that responses do not seem suspicious, i.e., extreme scoring out of line with the average for the provider.

Upon approval, survey participants receive a participation reward of choice

5. Analysts participate in a 90-minute technology demo for each RFI participant to validate the self-scoring and adjust the scores up and down based on the technology demonstrations
6. Analysts rate providers against strict functional / solution definition requirements after reviewing providers' self-scoring RFI inputs and demonstrations. Extra review and spot checks may be performed. Solution draft scoring is finalized for each provider
7. Providers are invited to contest their scores on a granular level and request clarification, and have the option to appeal individual functional scores via a defined process involving additional written documentation, calls and demonstrations. Ranking placements are never shared with providers prior to final publication
8. Final SolutionMap rankings are created and produced in due course based on finalized data, previously defined criteria, weightings and inputs

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The following assessment elements are taken into account:

- » All elements of a technology*
- » Integrations
- » Supplier experience
- » Front end users and administrators' user experience

* The technology elements are very detailed and vary by the technology being ranked

Data Sources

The Spend Matters team uses several sources of information to create the RFI criteria, ranking weights, market personas and publications in relation to SolutionMap. These include:

1. Analyst team interactions with providers and end-user customers over time
2. Relevant Spend Matters' created reports, in-depth provider reviews and research sources

3. Providers' RFI inputs and support materials
4. 90-Minute solution demonstration (which needs to be renewed every 12 months or when a new product release occurs)
5. Customer survey responses based on references supplied by providers as well as initiated by Spend Matters
 - » a. Clarification calls conducted by analyst team as needed
 - » b. Quantities of customer inputs are reflected on the SolutionMap ranking graphics through the color of the provider 'bubble' (see '[How to read the ranking chart](#)' at the top of page 8)
 - » c. Note: Providers must submit at least one (1) reference to appear on any ranking graphics, and are penalized accordingly for submitting any fewer than three (3) references, which is reflected in providers' final placement within the graphics.
6. Analysts conduct reviews with each ranked provider to discuss their scoring versus the analyst scoring to allow for debate and clarification

» [Click Here](#) for details on [Vendor Selection](#) (including how to participate as a provider) and Spend Matters' [Code of Ethics](#)

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SolutionMap Market Personas

Not all procurement organizations are equal. SolutionMap market personas reflect different organizational needs tied to the unique value propositions served by a provider.

Identify the market persona that most accurately reflects your organization below. SolutionMap provider rankings vary based on weighted requirements by persona. Keep the persona you've chosen in mind, and look for it among the persona-based SolutionMap ranking charts further below.

Before you review the SolutionMaps below, take a moment to decide what persona(s) best represent your procurement organization:



SME Persona

Solutions for SMEs (revenues < \$100M/year) and/or "point" solutions
Typically lower cost & functionality, quick deployment and single region



MID Persona

Solutions for upper mid-market (revenues \$100M-\$1B/year)
Typically highly configurable functionality, enabled with content (i.e. templates, intelligence) and capability to support multiple regions



LARGE Persona

Solutions for large/MNC enterprises (revenues >\$1B/yr)
Typically advanced functionality, complex deployment and global services and support



RISK Persona

Solutions designed to manage third-party (supplier) governance, risk and compliance

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READING THE RANKING CHART

- » The **color** of the provider 'bubble' indicates the number of submitted customer references with dark purple being best.
- » Provider 'bubble' **size** represents solution-specific scalability based on customer count, global customer reach, full-time employees and revenue per customer.

of Customer References

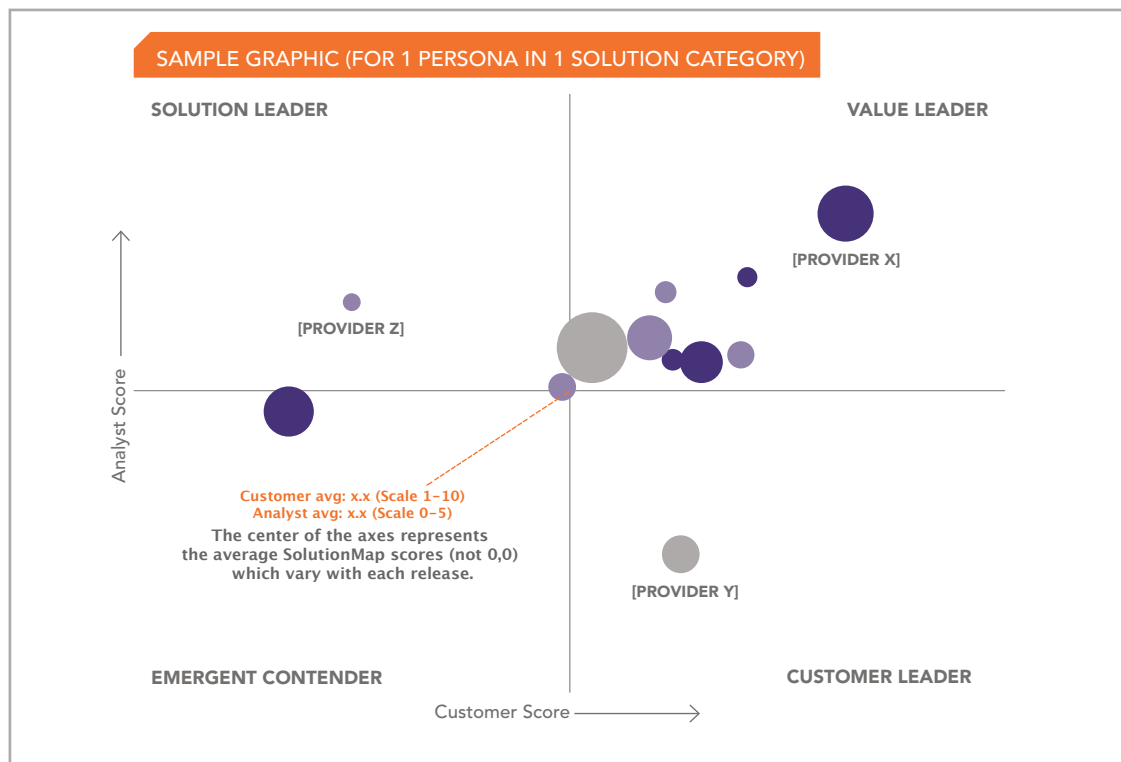
- = Maximum
- = Average
- = Below Average

Solution Scalability



KEY

- Analyst Score +	Solution Leader Providers with strong analyst scores	Value Leader Providers with both strong analyst and customer scores
	Emergent Contender Evolving providers	Customer Leader Providers with strong customer scores
- Customer Score +		



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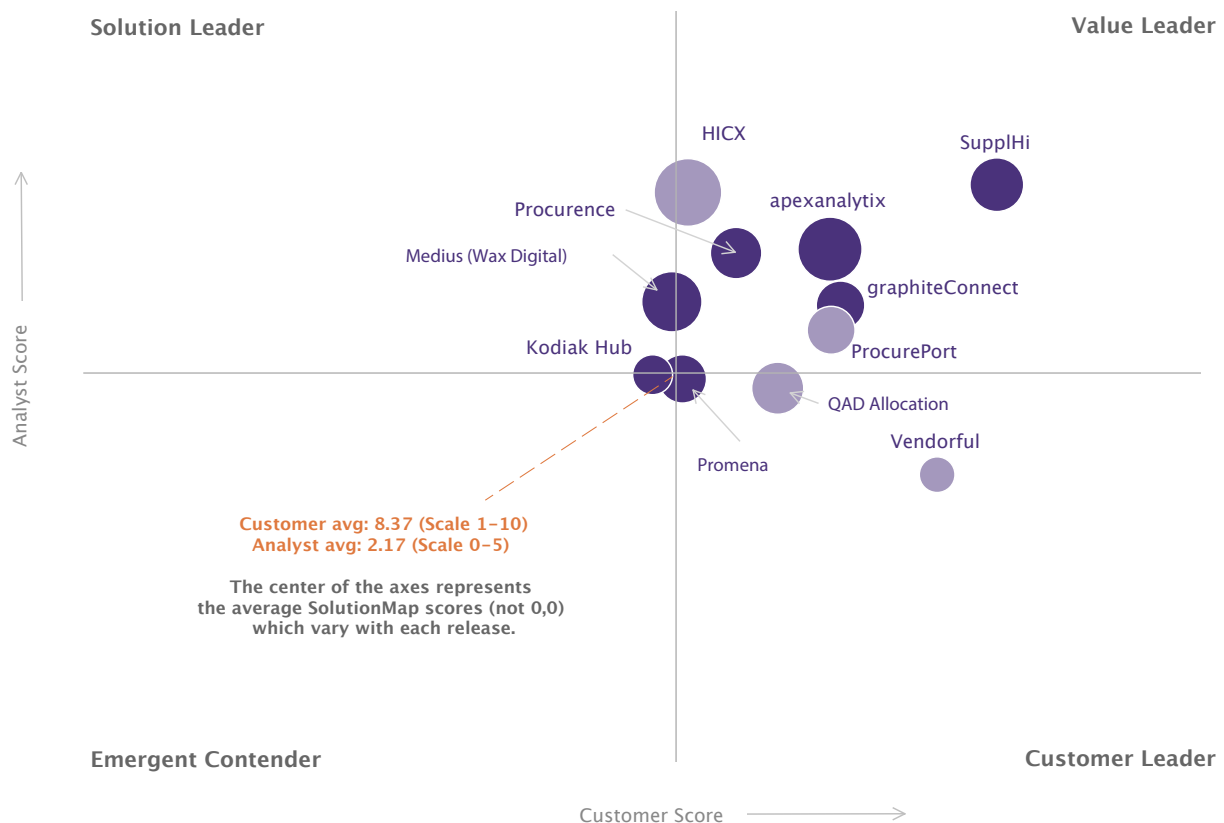
KEY

Solution Leader	Value Leader
Emergent Contender	Customer Leader

- Analyst Score +

- Customer Score +

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SME Persona

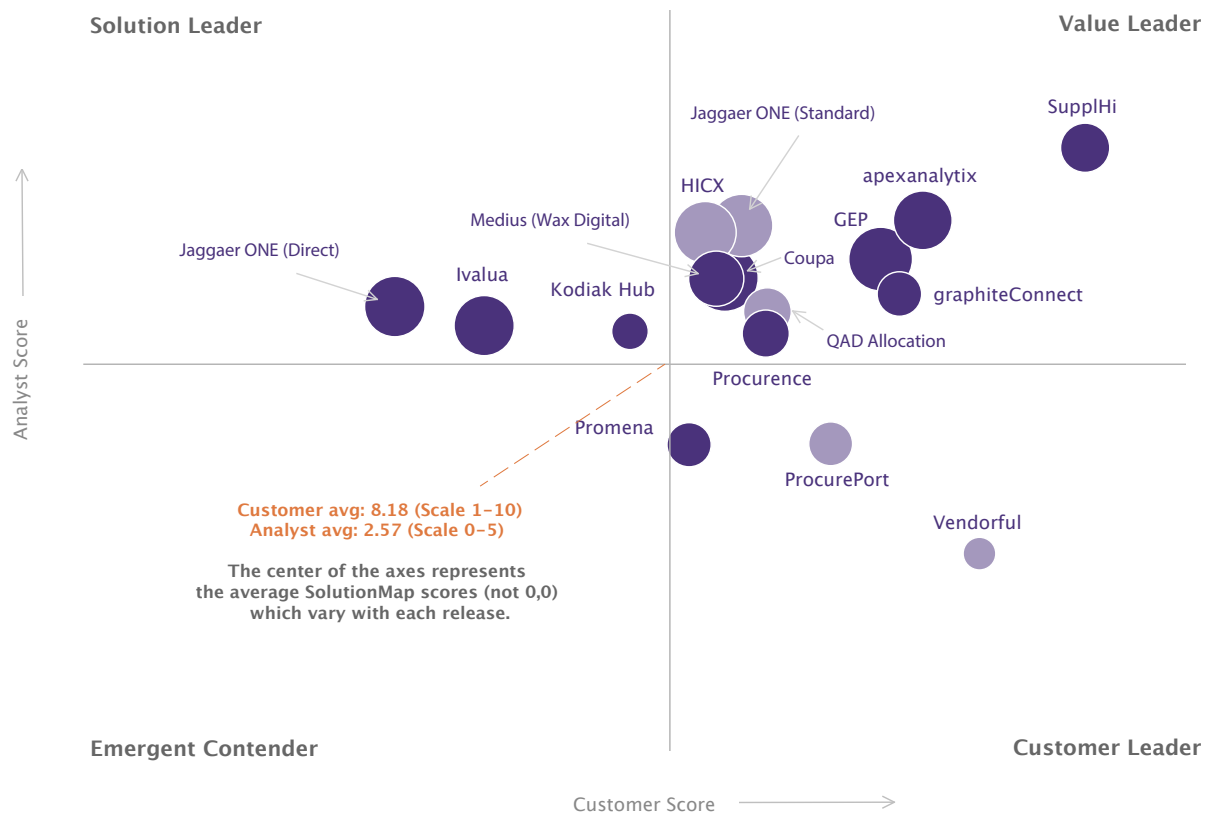
Solutions for SMEs (revenues < \$100M/year) and/or "point" solutions
 Typically lower cost & functionality, quick deployment and single region

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MID Persona

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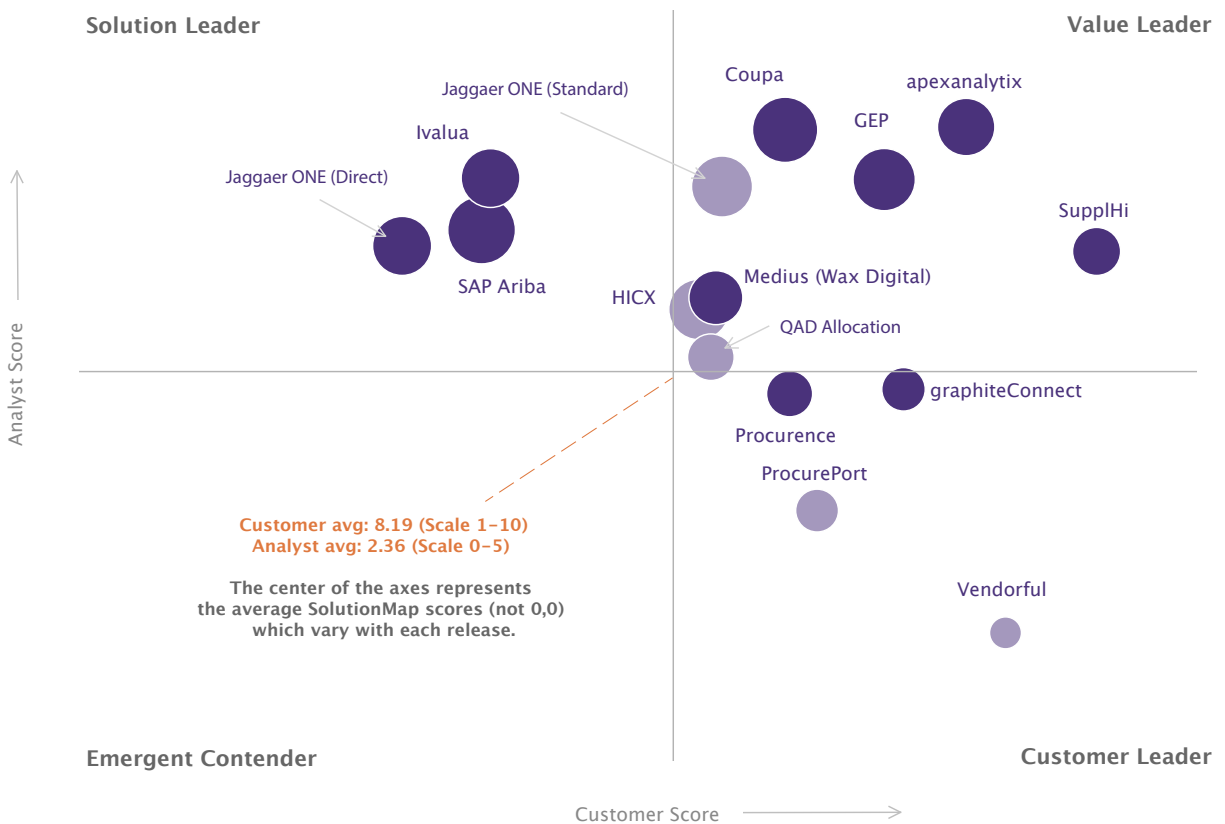
Typically highly configurable functionality, enabled with content (i.e. templates, intelligence) and capability to support multiple regions

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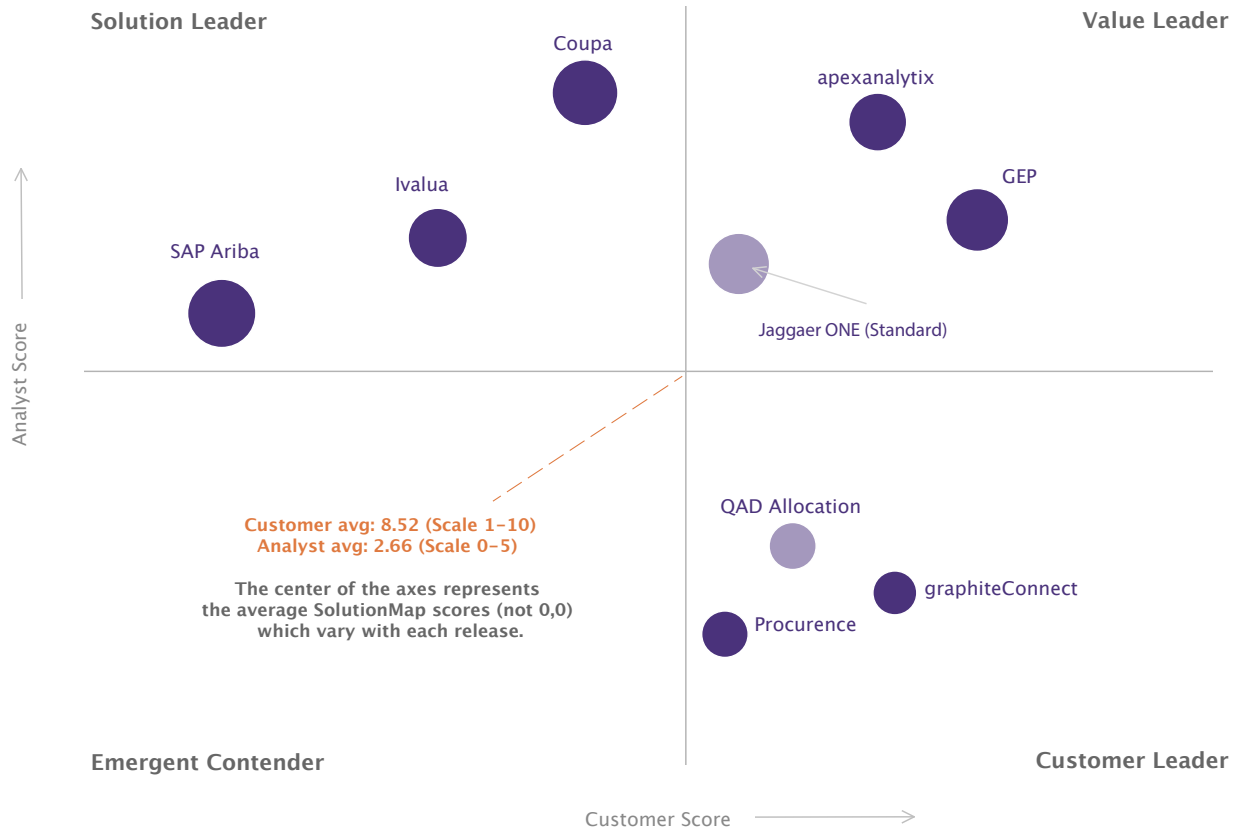
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RISK Persona
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SOLUTIONMAP TECHNOLOGY SELECTION SERVICES

Speed up your procurement technology selection process with **SolutionMap** – a groundbreaking technology benchmark for procurement professionals.

“They all appear similar. How do I choose the right solution for my organization?” It’s a common conundrum for all procurement professionals charged with buying new procurement technology.

Instead of spending a lot of time doing your ‘homework’, leverage SolutionMap to radically speed up and improve the process.

Based on roughly 1000+ functional requirements across the source-to-pay and services procurement technology spectrum, SolutionMap reliably benchmarks market-leading solution providers using equal parts customer- and analyst-based scoring inputs.

Available SolutionMap RFIs:

- AP Automation/Invoice-to-Pay
- Contract Lifecycle Management (CLM)
- E-Procurement
- Sourcing
- Spend and Procurement Analytics
- Supplier Relationship Management and Risk (SRM)
- VMS (including SOW)

Use SolutionMap Selection Services to:

- Dramatically cut down your RFI time and effort
- Invite your best-fit providers, including ‘best-of-breed’
- Choose your best-fit solution

Unleash SolutionMap’s unparalleled market intelligence to identify your best-fit technology provider – fast.

» [Inquire Now to Learn More](#)



See more of what’s driving SolutionMap results with **SolutionMap Insider**, including scoring summaries and customer review insights for participating providers

Spend Matters™

Solution Intelligence for Procurement

[Spend Matters](#) started as the first blog and social media site in the procurement and supply chain sector and has since grown into the leading source for data-backed technology and solutions intelligence. Serving private and public sector organizations, consultants, private equity and services and solution providers, Spend Matters drives strategic technology purchasing decisions and superior marketing, product, sales and investment outcomes for clients. Spend Matters is the only tech-enabled, proprietary data platform with exclusive IP that serves the global procurement, finance, and supply chain technology ecosystem.
