*iSG Provider Lens™

2021

Procurement Software Platforms and Solutions

imagine your future®

ISG (Information Services Group) (NASDAQ: III) is a leading global technology research and advisory firm. A trusted business partner to more than 700 clients, including 75 of the top 100 enterprises in the world, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; technology strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006 and based in Stamford, Conn., ISG employs more than 1,300 professionals operating in more than 20 countries — a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data. For more information, visit www.isg-one.com.

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Definition

As the after-effects of the COVID-19 pandemic continue to disrupt lives and businesses globally, the availability and cost of goods and services remain uncertain. In such an environment, procurement organizations face immense pressure to reduce costs, improve efficiencies, enable sustainable business agility and manage (if not reduce) uncertainties.

When effectively implemented and used, modern procurement software enables improved efficiency, foster business agility, reduce the negative impacts of supply chain disruption and, as a result, reduce operational and strategic business costs.

The best solutions help make informed, forward-looking procurement decisions by centralizing procurement and purchasing activity, providing transparency into the activity and enabling real-time analysis of related data. These solutions accelerate improvements through automation and integration. They also streamline the management of procurement functions and operations by aligning business management software and organizations within the enterprise with and suppliers outside the enterprise.

This ISG Provider Lens™ study focuses on the software platforms, solutions, tools, and providers that help enterprises improve the way procurement works and enable the transformation of procurement into digital business realities.

This ISG Provider Lens™ study offers the following to procurement decision-makers:

- A global view of Leaders, Rising Stars, and Contenders in the procurement tools and software space, enabling transformation and outsourcing

- Differentiated positioning of providers by segments

- Transparency on the strengths and weaknesses of relevant suppliers and providers

This study serves as an important decision-making basis for positioning, key relationships, and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements.

Quadrants Research

The ISG Provider Lens™ study on the topic 'Procurement Software Platforms and Solutions' will contain the following two quadrants:

Procurement Software Platforms and Solutions	
Procurement Optimization and Transformation Platforms and Tools for Large Enterprises	Procurement Optimization and Transformation Platforms and Tools for Mid-sized Enterprises

Source: ISG 2021

Procurement Optimization and Transformation Platforms and Tools for Large and Mid-sized Enterprises

For large and mid-sized enterprises alike, procurement software platforms and associated tools help integrate key functions into a single, centralized system, while enabling secure, reliable and extendable capabilities, applied and adapted in accordance with business changes. The most suitable solutions provide visibility and help analyze the entire process via a common user experience (UX). This, in turn, offers deep insight into standardized procurement functions, data and policies within and across multiple enterprise business areas.

Eligibility criteria:

- Cloud strategy and portfolio

- Data and solution integration and extensibility capabilities and approaches

- Offerings and support for core functionalities:

  - Procurement requisition (PR)-to-purchase order (PO) processing

  - Analytics, including advanced technologies such as predictive analytics, machine learning and AI

  - Sourcing (RFx enablement and management)

  - Supplier/vendor relationship management

  - Contract management

  - Real-time insights/budgeting support

- Data management and reporting capabilities:

  - Adaptable/configurable dashboarding

  - Master data management (MDM) capabilities and delivery

  - Process management and governance

  - Security and governance

- Transformation enablement and future-proofing capabilities:

  - Extensibility enablement and support

  - Support for emerging standards

  - Provider market presence and influence

  - Next-gen automation and optimization

Mid-sized enterprises face very similar challenges as large firms, but tend to require different concentrations of capabilities. Mid-sized firms typically have fewer resources available and smaller budgets, and often have relatively less-complex procurement environments. But they also tend to be more agile in business, and more aggressive in adopting and adapting emerging technologies and solutions. And mid-sized firms also tend to look for solutions enabling a different scale and pace of economic growth than larger firms do. So while our core evaluation criteria remain the same as for large enterprises, ISG also looks at the relative importance of scale, concentration, cost-effectiveness, and adaptability of services offered for mid-sized firms.

Quadrants by Region

Quadrant	Global
Procurement Optimization and Transformation Platforms and Tools for Large Enterprises	✓
Procurement Optimization and Transformation Platforms and Tools for Mid-sized Enterprises	✓

Schedule

The research phase for this study will occur between **November 2021 and December 2021**, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in **March 2022**.

Milestones	Beginning	End
Survey phase	November 3, 2021	December 1, 2021
Sneak previews	February 2, 2022	
Press release	March 31, 2022	

Access to Online Portal

You can view/download the questionnaire from here using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

Research Production Disclaimer:

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.

ISG Star of Excellence ™ – Call for nominations.

The Star of Excellence is an independent recognition of excellent service delivery based on the concept of "Voice of the Customer." The Star of Excellence is a program, designed by ISG, to collect client feedback about service providers' success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.

Providers are invited to nominate their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement please use the Client nomination section on the Star of Excellence website.

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply. Here is the email address: ISG.star@isg-one.com

List of companies under consideration for participation:

Are you in the list or do you see your company as relevant provider that is missing in the list? Then feel free to contact us to ensure your active participation in the research phase.

Aestiva	HICX	SAP Ariba & Fieldglass
Accrualify	Hybrent	SourceDay
Basware	Icertis	Syner Trade
Bellwether EPMX	iValua	Taulia Inc.
BirchStreet Systems	JAGGAER	The Smart Cube
BuyerQuest	Keelvar	Tipalti
Comarch	Kissflow Procurement Cloud	Tradeshift
Contraqer	Market Dojo	Tradogram
Corbus	Mercell	Transcepta
Corcentric	Odoo	TYASuite
Coupa	Optimum	Vortal
Darkbeam	OpusCapita	Vroozi P2P
Deltek Costpoint	Oracle	Wax Digital
Everstream Analytics	Precoro	Workday
Esker	Procurementexpress	Xeeva
Fairmarkit	Prokuria	ZIP
Foods Connected	Promena e-Sourcing	ZYCUS
Fraxion	Proxima	
GEP Smart	SAGE	

Contacts for this study

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Do you need any further information?

If you have any questions, please contact us at isglens@isg-one.com.