

# Procurement Software Platforms and Solutions

Foundation for optimization and transformation



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While significant change and advancement were well underway for most enterprise procurement organizations before 2020, supply chain breakdowns, due to pandemic-induced labor shortage, material deficiencies and transportation disruptions, made it clear that procurement operations and organizations could be improved at almost every firm. Three years on, we see even more room for improvement as costs rise and challenges continue.

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

The best solutions help make informed, forward-looking procurement decisions by centralizing the procurement and purchasing activity, thereby providing

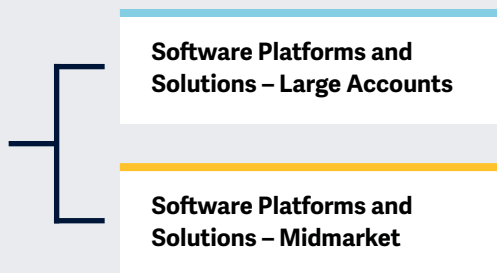
transparency and enabling real-time analysis of related data. These solutions accelerate improvements through automation and integration. They streamline the management of procurement functions and operations by aligning business management software and organizations within the enterprise with external suppliers. Most importantly, they provide a robust foundation for near- and long-term transformation of procurement toward continuous optimization related to business adaptability and improvement.

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.



# Platforms and Solutions for improvement and transformation

Simplified Illustration Source: ISG 2022



## This ISG Provider Lens™ Procurement Software Platforms and Solutions study offers the following to procurement decision-makers:

- A global view of Leaders, Rising Stars, Challengers 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.



### Definition

Disruption in global and local production, supply and labor has rapidly accelerated the re-examination and re-platforming of enterprise procurement functions and operations. Most older systems, including early-generation cloud solutions, rarely have the ability to enable and sustain the levels of operational adaptability and cost savings that newer platforms deliver.

Procurement systems and organizational structures in use today were conceived for earlier generations of financial environments, supplier roles, supply network types and political and social environments. Workable patch-style upgrades can be developed and applied to legacy systems and organizations. However, without the technology and expertise built into the latest platforms, the best possible result with legacy systems will be a well-patched

procurement environment rather than one that fluidly adapts to minimize disruption while maximizing financial returns.

The most robust procurement platforms adapt to changing scope and pace of generational business, technological and economic and political changes. Platform developers build and continuously adapt their solutions to enable the best possible results over the longest predictable timeframes. Building on top of longstanding and current organization and management knowledge, including procurement, finance, supply chain, production and all linked operations, they continually integrate new and emerging digital technologies with strategic insight and creative, AI-enabled, problem-solving skills. The best platform vendors partner with leading procurement BPO and transformation service providers to enable the most adaptable, reliable and secure environments over time.

### Eligibility Criteria

#### 1. Enterprise procurement function, process and UX expertise

2. Data and solution integration capabilities for ERP, finance and other enterprise business management platforms

#### 3. Cognitive, AI-enabled data analytics, reporting, automation and management capabilities:

- \* Integrated machine learning, NLP and similar capabilities
- \* Support for partner cognitive platforms and automation
- \* Types and levels of data analyses and decision-making

4. Offerings and support for core procurement functionalities

#### 5. Data management and reporting capabilities:

- \* Master data management (MDM) capabilities and delivery
- \* Security and governance

#### 6. Transformation enablement and future-proofing capabilities:

- \* Extensibility enablement and support
- \* Support for emerging standards
- \* Service provider market presence and influence
- \* Next-generation automation and optimization



### Definition

Midmarket enterprises face similar procurement challenges as that of large firms but tend to require different concentrations of various capabilities. Such firms frequently have fewer resources available and smaller budgets and often have relatively simpler procurement environments.

However, they also tend to change more rapidly. They are frequently more agile in business planning, operation and management and more aggressive in adopting and adapting to emerging technologies and solutions. Therefore, they prefer to look for solutions that enable a more variable scale and pace of economic growth than larger firms.

So, while our core procurement platform and solution evaluation criteria remain much the same for midmarket firms as for large enterprises, ISG also weighs

the relative importance of an adaptable mix of configuration and functionality, cost-effectiveness and client business partnership approaches, while assessing future transformational capabilities with an eye toward more and more rapid business disruption.

Operational procurement cost savings remain a critical need for midmarket firms. But so does the platform's ability to mitigate and minimize business, finance and supply chain disruption. AI and automation can become potentially more important for midmarket enterprises than for larger enterprises as the pace and impact of procurement accelerate and grow. As with large enterprises, capabilities such as data management, integration with other key systems and AI-driven analytics are as key as traditional capabilities such as strategic sourcing, category management and account payable support.

### Eligibility Criteria

1. **Midmarket client strategy, go-to-market and support approaches and resources**
2. **Core procurement function, process and UX expertise**
3. **Data and solution integration capabilities for ERP, finance and other enterprise business management platforms**
4. **Cognitive, AI-enabled data analytics, reporting, automation and management capabilities:**
  - \* Integrated machine learning, NLP and similar capabilities
  - \* Support for partner cognitive platforms and automation
  - \* Types and levels of data analyses and decision-making
5. **Data management and reporting capabilities:**
  - \* Adaptable/configurable dashboarding
  - \* Master data management (MDM) capabilities and delivery
  - \* Process management and governance
  - \* Security and governance
6. **Transformation enablement and future-proofing capabilities:**
  - \* Extensibility enablement and support
  - \* Support for emerging standards
  - \* Service provider market presence and influence
  - \* Next-generation automation and optimization



## Quadrants By Region

As part of this ISG Provider Lens™ quadrant study, we are introducing the following two quadrants on Procurement Software Platforms and Solutions:

Quadrant	Global
Software Platforms and Solutions – Large Accounts	✓
Software Platforms and Solutions – Midmarket	✓



The research phase falls in the period between November and December 2022, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in March 2022.

### Milestones

	<b>Beginning</b>	<b>End</b>
Survey Launch	November 07, 2022	
Survey Phase	November 07, 2022	December 09, 2022
Sneak Preview	February 2023	
Press Release & Publication	March 2023	

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Please refer to the [link](#) to view/download the ISG Provider Lens™ 2022 research agenda.

### 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](mailto:ISG.star@isg-one.com)



## Contacts For This Study



**Bruce  
Guptill**  
**Lead Analyst**



**Abhilash M V**  
**Project Manager**



**Sneha  
Jayanth**  
**Research Analyst**



### ISG Provider Lens™ Advisors Involvement Program

ISG Provider Lens™ offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three advisors participate as part of each study's quality and consistency review team (QCRT).

The QCRT ensures each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct.

ISG advisors participate in each study as part of the QCRT group and contribute at different levels depending on their availability and expertise.

The QCRT advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.

### ISG Advisors to this study



**Shahid  
Bhatti**

**Director**



**Yadu  
Singh**

**Director**



**Sush  
Apshankar**

**Principal Consultant**



## Invited Companies

**If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.**

\* Rated in previous iteration

Accrualify  
Aera Technology  
Aestiva  
Agilysys Eatec  
AvidXchange\*  
Bamboo Rose  
Basware\*  
Bellwether\*  
BirchStreet Systems\*  
BuyerQuest  
Cbord  
Comarch  
Contraqer  
Corcentric\*  
Coupa\*

Darkbeam  
Deltek  
Esker\*  
Everstream Analytics  
Fairmarkit\*  
Foods Connected  
Fraxion  
GEP\*  
HICX  
Hybrent  
Icertis  
Interos  
iValua\*  
JAGGAER\*  
Keelvar

Kissflow\*  
Market Dojo  
Medius\*  
Mercell  
Odo  
OpusCapita  
Oracle\*  
PayEM  
Periscope  
Precoro\*  
PRM360\*  
Proactis\*  
Procurementexpress  
ProcurePort\*  
Procurify\*

Prokuria\*  
Promena\*  
SAGE  
SAP Ariba\*  
Shipcom Wireless  
Sievo  
SourceDay  
Strategic Procurement Solutions  
Syner Trade  
Taulia Inc  
The Smart Cube  
Tipalti\*  
Tradeshift\*  
Tradogram\*  
Transcepta



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\* Rated in previous iteration

Triple Point

TYA Suite

Vortal

Vroozi

WaxDigital

Workday

WorkPlace\*

Xeeva\*

ZIP Intake-to-procure

Zycus\*



### \*ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens research, please visit this [webpage](#).

### \*ISG Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties, cities) as well as higher education institutions. Visit: [Public Sector](#).

For more information about ISG Research subscriptions, please email [contact@isg-one.com](mailto:contact@isg-one.com), call +1.203.454.3900, or visit [research.isg-one.com](http://research.isg-one.com).

### \*ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 800 clients, including more than 75 of the world's top 100 enterprises, 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; 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 digital-ready 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](http://www.isg-one.com).





**NOVEMBER, 2022**

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