

SuccessPlus



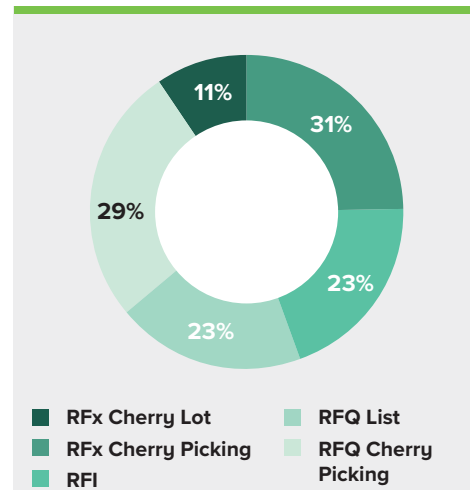
A partnership approach

SuccessPlus is our proven framework for ensuring successful adoption of your source-to-contract solution, delivered by working closely with our customers to actively drive user adoption and ROI.

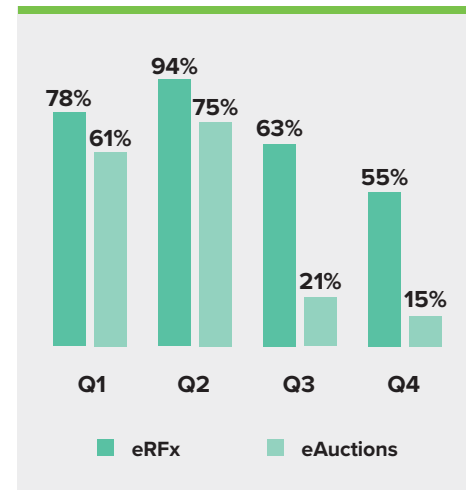
Your success is our success

The SuccessPlus program is led by a collaborative team made up of customer key stakeholders at different levels of seniority and a dedicated Scanmarket customer success manager. The team defines applicable source-to-contract KPIs based on customer key objectives, and then creates and implements a success plan with monthly/quarterly milestones driving towards those KPIs.

Event types



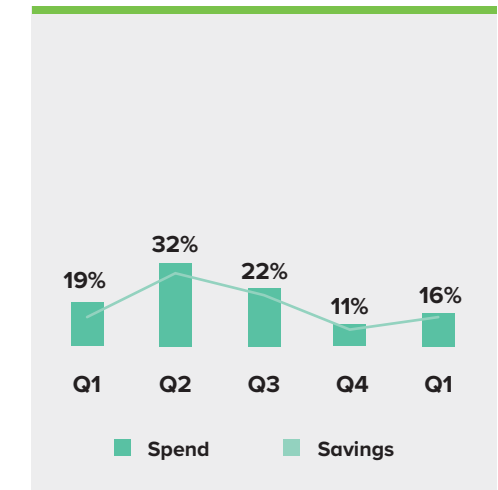
Yearly eRFx & eAuctions



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Spend & savings



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“
**Digital is 10% tech and
 90% human.**”

Lucia Adams
 Transformation Coach

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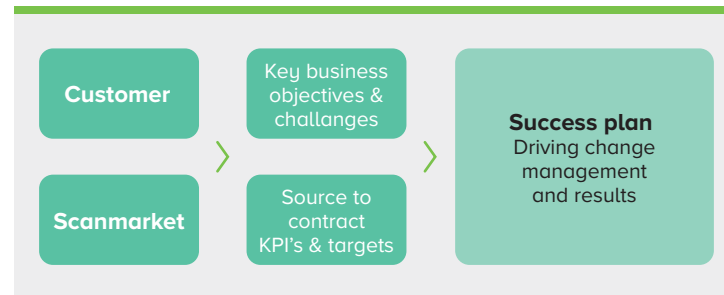


Executive sponsors get continual reporting and periodic health-checks to monitor progress and identify areas for improvement, coupled with best-practice recommendations. This approach, where followed by the customer, guarantees excellent user adoption and fast ROI.

Maximize roi using best practice

Our customers are guided towards achieving best-in-class status for their source-to-contract processes, supported by our customer success and consultancy team, built on our best-practice methodologies developed during 20+ years in the industry.

The SuccessPlus framework



Key elements of SuccessPlus include:

- **Create a driving team** with the sole purpose of driving source-to-contract success
- **Define source-to-contract KPIs and targets** feeding into your wider procurement/business objectives.
- Create and implement a **success plan** with monthly/quarterly/bi-annual milestones, KPI tracking and 360-degree health-checks.
- **Regular status meetings** to monitor and drive performance, uncover gaps, adjust the approach, and deliver more training where needed.
- Communicate a **clear top-down** directive to explain the program and its benefits.
- Train and support a **super user network**
- **Network and knowledge share** with peers
- Access to **best-practice templates, checklists etc.**

500+ customers chose Scanmarket!

