Helping you build your path to Success

Unlock value, every step of the way

Selecting a software partner is a crucial decision, and it's essential to evaluate their ability to collaborate effectively with your organization. Beyond delivering the necessary product, it's equally important that they provide tailored ongoing customer and service support, aligning with your internal capabilities and resources. This ensures your organization consistently achieves the best return on investment.

Onboarding challenges, and the absence of adequate support throughout their journey, can result in businesses suffering from underutilized software, decreased productivity, and missed opportunities for growth.

Scanmarket by Unit4 is here to change that

Our goal at Scanmarket by Unit4 is to simplify your journey and that's why we have created Success4U for Source-to-Contract, a flexible and outcome-driven approach to customer success.

With Success4U for Source-to-Contract, you benefit from adaptable support that aligns seamlessly with your strategy. Craft a success plan that empowers you to optimize processes, achieve impactful business outcomes, and evolves alongside your journey, continually enhancing overall value.

We help drive your strategy with data insight, identifying the business outcomes that suit your business best.

Why Success4U for Source to Contract?

- **Achieve measurable outcomes** with tailored guidance from S2C experts, ensuring seamless implementation and maximizing adoption.
- **Accelerate ROI and efficiency** through defined service packages designed to simplify your procurement processes.
- **Ensure predictable costs and reduced risk** with fixed-fee service packages and comprehensive coverage for your S2C journey.
- **Access a centralized knowledge hub** to gain insights, best practices, and direct support from S2C specialists.

Contact us to learn how you can leverage Success4U for Source to Contact

Success Points with Success4U Professional for S2C

With our Success4U Professional for S2C package, you receive an allocation of Success Points which can be used to:

- Leverage preferential pricing against the S2C Success Catalogue, with over 30+ services.
- Gain access to exclusive instructor led training to help strengthen adoption and best practice usage.

Success4U for Source-to-Contract Packages

Advanced

High-touch Success Planning and Health checks

Bi-anually reviews

'Premium' Customer Support

'Premium' Education

Community4U access

Professional

High-touch Success Planning and Health checks

Quarterly reviews

'Premium' Customer Support

'Premium' Education

Community4U access

Success points

Experts at your fingertips

Our Customer Success Managers are Source-to-Contract experts who front a cross-functional team dedicated to ensuring customers achieve maximum value from and adoption of our Unit4 products and services. The are dedicated to delivering:

- **Seamless onboarding** to Community4U, ensuring customers can access resources, training, and peer connections to accelerate their success.
- **Personalized success plans** that integrate procurement expertise and system knowledge, aligning with your unique goals and challenges.
- **Regular health checks** and business reviews to monitor progress, address concerns, and identify opportunities for optimization.
- **Defined outcomes and success metrics**, that can measure impact and progress towards agreed goal.

Scanmarket
by UNIT4