

FlexRFP™ Case Study—Snow Removal

Using eSourcing to Streamline & Automate the Impossible

Background:

A national facility management provider issued their annual snow removal bid using FlexRFP™ instead of their traditional email based process. Their goal was to streamline and automate a very cumbersome and inefficient process. FlexRFP™ proved to be a game changer—creating major efficiencies in process, data management, supplier participation and time.

Previous Process:

In years past, this RFP was issued by region via email. Each regional manager was responsible for their territory. Each manager then spent three to four weeks consolidating the information, negotiating with suppliers and analyzing data. The summarized information was then forwarded to a centralized group that reviewed, accepted, and finalized contracts.

Inefficiencies with previous process:

- Tedious & manual with many painful steps
- Prone to human error
- Requires several people to manage
- Cycle time too long - frustrating everyone, including suppliers who couldn't plan ahead

Efficiencies Gained with FlexRFP™:

Instead of sending separate bids locally, only one project was needed using FlexRFP™. With the click of a button, FlexRFP™'s **Dynamic Invitation** feature automatically invited suppliers to bid on the 50 or 60 sites within their approved service areas (by zip code). Each supplier could only see their area; they were blocked from the other 7500 locations. Then FlexRFP™'s auto-reminder feature followed up with suppliers at predefined dates if they were falling behind. This virtually eliminated the need to follow-up via phone. Lastly, real-time visibility of the project status and analysis allowed for faster and better decisions by management who was able to monitor the process on a part-time basis with fewer people.

Key Improvements:

- 50% cycle time improvement
- 50% fewer resources needed to manage the process
- Bidder participation increase of 30%
- Supplier technical questions: ZERO

Key Stats:

- Regions covered — Nationwide
- Service location included — 7,500
- Email reminders sent automatically by FlexRFP™—2,500
- Participating Service Providers — 1,716
- Bid submissions — 992 (58%)

Your roadmap to Easier, Faster, and Improved Sourcing

About EC Sourcing Group

While there are other eSourcing solutions from which to choose, why should you choose **FlexRFP™** from EC Sourcing? Very simply, because we understand what you do. We are former Fortune 500 sourcing professionals. We know exactly the kind of day-to-day sourcing issues you deal with and have developed a powerful, elegant solution that makes your job easier, faster, more efficient and more profitable.

Guided by our vast sourcing experience, we've designed our product around your needs.

OUR SOLUTION:

- Is Easy to Learn and Use
- Reflects Your Day-To-Day Reality
- Is a Faster, Easier Start-up – resulting in faster ROI
- Increases Buyer Acceptance – leading to more spend under management
- Requires No Training for Suppliers – making it easier for suppliers makes it easier for you
- Seamlessly integrates with your chosen process

Trust Our Experience and Expertise

Because we're managed and staffed solely by expert **sourcing professionals**, you can count on EC Sourcing to deliver and support a solution that is right on target – and right on the money. Our solutions are **affordably priced** and feature a host of logical acquisition options that allow you to get the feature-rich solution you've been looking for.

Our view on eSolutions

Our decades of experience have taught us that companies have unique sourcing needs and processes. With that in mind, we've built a solution that features flexible implementation options that can accommodate the unique needs of our clients. Our solutions generate a real, lasting ROI and are:

1. Flexible and ready to accommodate your current process, rather than dictating it.
2. Easy to learn and use for all buyer users. Your self-sufficiency and confidence are critical to long-term use and ROI. If it is too complex or hard to use, most users will go back to using emails, spreadsheets and Word® documents.
3. Effortless to use – requiring no training for buyers or suppliers. Our solutions are designed to be enjoyable to use – encouraging collaboration between you and your suppliers.
4. Easy to navigate – featuring a clean, uncluttered interface that makes it easy for beginners or advanced users.

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