Implementation & Adoption

Implementing a source-to-contract platform does not guarantee success. Using it does.

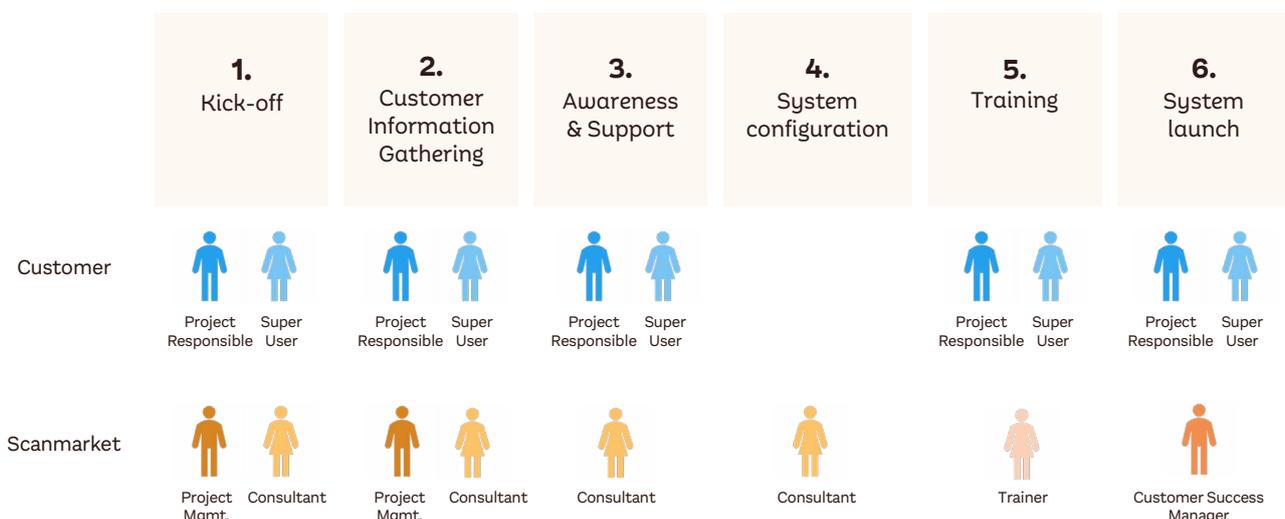## We Take Implementation Seriously

The implementation process can make or break a software purchase. We recommend taking a phased approach to implementation, tailored to your biggest challenges to give your organization the best chance of success.

The average implementation time for a standard project is 2-6 weeks, depending on the final project scope.

A Phased Approach to Implementation

01 Kickoff: Define the implementation plan and project deadlines.

02 Define Driving Team: Secure buy-in from internal and external stakeholders, define training requirements and your super use network.

03 Information Gathering: Define system configuration in relation to company structure, user roles and initial templates.

04 System Configuration: Configure the system based on information gathered in phase 2.

05 Training: Delivery of selected user training, from traditional workshops and webinars to project-based training that enables learning by doing.

06 System Launch: Start using the system for live sourcing activities with Scanmarket on stand-by to support you.

Implementation Requires a Team Effort

	1. Kick-off	2. Customer Information Gathering	3. Awareness & Support	4. System configuration	5. Training	6. System launch
Customer	Project Responsible / Super User	Project Responsible / Super User	Project Responsible / Super User		Project Responsible / Super User	Project Responsible / Super User
Scanmarket	Project Mgmt. / Consultant	Project Mgmt. / Consultant	Consultant	Consultant	Trainer	Customer Success Manager

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Adoption within Your Organization

Scanmarket's customer success team works closely with your organization to proactively drive user adoption, throughput, and ROI. We create and implement a success project plan that defines KPIs, and other key metrics based on your objectives.

On average, customers see a 300% increase in productivity and savings from their source-to-contract programs when they move to Scanmarket.

Post-implementation Is Where the Real Work Begins

The buying organization and the chosen solution provider often spend the most time and energy on selecting the right solution and implementing it, including configuration, data migration, standard training, and roll-out of the solution.

However, post-implementation is where the real work begins, and where most organizations place the least focus. Post-implementation is comprised of different components, depending on the S2C solution and maturity of the organization including:

- A detailed and robust **success plan**
- **Proactive driving** of initial widespread adoption
- **Training and support** of a super user network within the organization
- Monitoring and optimizing **performance**
- **Calculating and reporting** on the benefits and ROI of the S2C solution
- Continuous **evaluation and improvement**

500+ Customers Chose Scanmarket!

Associated British Foods plc • ASSA ABLOY • novozymes • Fazer • PANDORA • ACCOR

ISS • ULTA BEAUTY • usbank • MARSTON'S • love every drop anglianwater • Emirates Flight Catering • LIBERTY GLOBAL

Levi's • BOLIDEN • Orkla