COUNTERPOINT

CASE STUDY

ReadyRFx:
Intuitive, Scalable, Auditable, Compliant By Design

How a global NGO successfully leveraged ReadyRFx to provide consistency, transparency, fairness and policy compliance to its procurement processes.

INTRODUCTION

In the complex world of NGOs, one organization stood out with its diverse missions, ranging from lending operations to investment support and dispute resolution. To streamline their procurement processes they turned to ReadyRFx.

ReadyRFx is a SaaS platform that drives efficiency by automating manual processes.

At the bid level it enhances visibility for both buyers and vendors while at a macro level it provides insights into supplier performance and empowers data-driven decisions for cost savings.

This global NGO had its hands full with lending operations, investments, advisory services, and more. They needed procurement processes that matched these diverse objectives.

To achieve these goals, the procurement team had a wish list:

- More flexibility
- Various selection types like RFP, Single Source, RFI, REI, RFQ, and IFB
- Customized Forms/UIs for different procurement groups
- Improved pre-solicitation planning
- Better tracking of dates and cycle times

THE GAME CHANGER: READYRFX

ReadyRFx simplifies the selection of firms and individuals for operational procurement, adhering to the organization's Procurement Policies and Procedures Manual. It's a one-stop shop for procurement, making life easier for everyone involved.

It also lets firms and consultants see opportunities, express interest, get documents, submit proposals, and chat with the NGO. It's procurement magic.

> "We faced two similar problems with some shared requirements. Process addresses many of the existing problems, but in some cases, rigid process is appropriate, while in others, a more flexible approach is required.
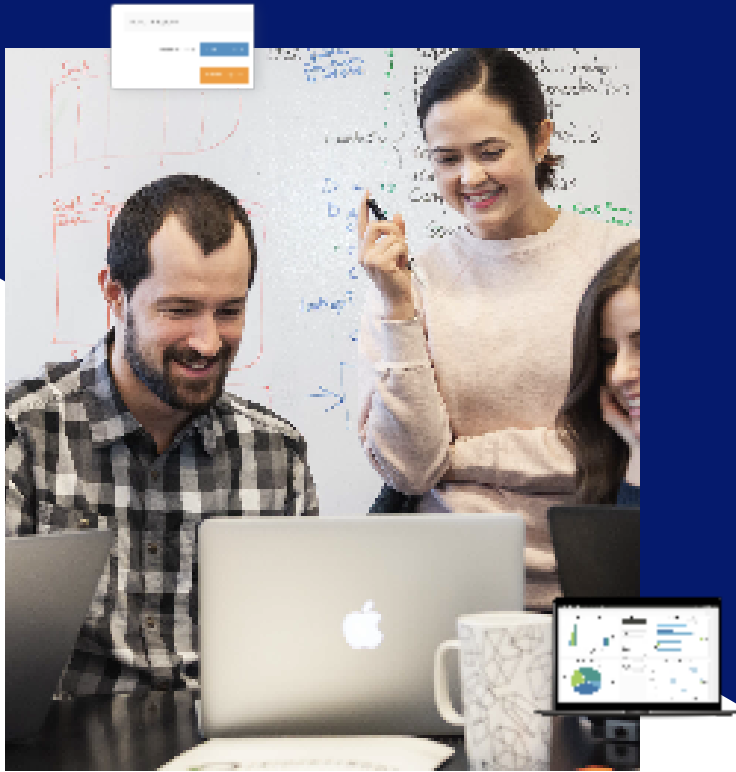
Procurement Project Manager

CHALLENGE

Operational Procurement at the NGO had similar needs, including:

- Adhering to the NGO's established Procurement Policy

- Ensuring everything was fair, transparent, and automated

- Continue seamlessly serving a global community spanning 187+ locations

- Transition effortlessly from their outdated legacy system

- Provide clear and easily accessible metrics and information

SOLUTION

- ✓ Provided total compliance with Procurement Policy and Audits

- ✓ Created centralized document repository for all procurement docs

- ✓ Established consistent process with all vendors

- ✓ Provided transparency and easy access to information

- ✓ Created platform for monitoring & reporting (e.g., cycle times)

- ✓ Enabled visibility of status for both vendors and internal staff

The Results
by year three with Ready RFx

+90% ROI

12-13 months payback

$2.1 MM NPV

KEY TAKEAWAYS

ReadyRFx combined both process and case management functionality, allowing for flexibility in the execution of procurements while satisfying NGO's need for consistency, visibility and auditability.

- **15% increase in business productivity** by year three through increased automation and transparency

- **30% increase in IT productivity** through key process automation and virtual configuration functionality

- **Reduced operational costs** through efficient management of end- to-end processes

- **2000 hours of auditing time saved** in compliance with internal and external organizational standards

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In essence, ReadyRFx provided the NGO with a powerful tool that combined process and case management functionality. This unique approach allowed for flexibility in the execution of procurements while maintaining consistency, visibility, and auditability – critical for an organization with diverse global operations.

Bill Markmann
Founder & President Counterpoint