

Certification & Surveys



A vital tool to manage down spend

Not enough time to speak to all of your users to identify cost savings? Going into renewal negotiations unsure of client satisfaction? Do your vendors seem to know more about your users than you do? Having to manually check (or, no time to check) that your users have appropriate services for their needs?

Optimize Spend Certification & Surveys allows you to get closer to your user community and to be informed. You can empower your users to manage their own costs down, while getting a more accurate understanding of how services are meeting actual user needs.

Optimize Spend certification

Through an easy-to-use interface users have visibility into current costs, self-certify that their current inventory is suitable, identify opportunities to reduce spend and raise cancellation orders with a single click. They can also raise queries for services they're unsure about to request more information.

The Certification interface includes full details of costs, cancellation policies and mandatory charges such as infrastructure-related costs.

Fully integrated with the Optimize Spend inventory and product catalog, you can easily track the last time each of your users certified their inventory, and ensure that users can't request to cancel required charges such as comms lines for services they continue to subscribe to.

Opportunities:

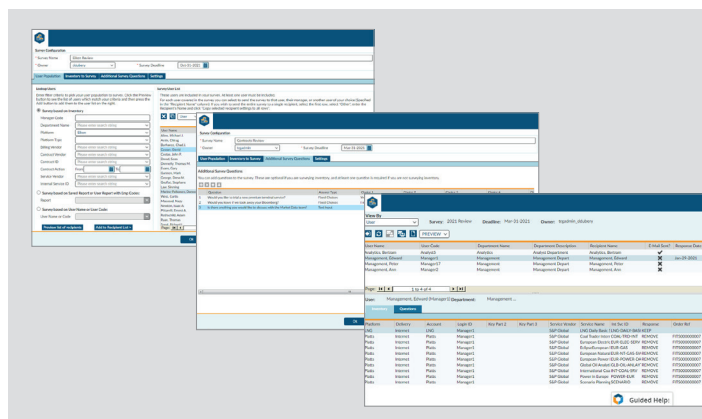
- Full transparency of inventory and costs for users
- Allow your users to identify their own cost savings
- Empower your users to manage down their spend
- Poll product satisfaction with surveys
- Enter vendor negotiations fully informed & empowered

Optimize Spend surveys

Need a more accurate view of user satisfaction with a service whose contract is up for renewal? Want to focus on a department for cost savings or get targeted user feedback on a vendor? Optimize Spend Surveys enables automated polling of your user community to provide a more accurate understanding of how services are meeting actual user needs, and facilitating more informed negotiations and decision making.

Key Features:

- Survey all or part of your users inventory
- Direct surveys to specific section of your user base
- Ask your own questions
- Send surveys to users or their managers
- Survey requests automatically sent via e-mail
- Single click from users e-mail into survey form
- All results fully logged and reportable
- Seamlessly integrates with Optimize Spend Order Management



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