

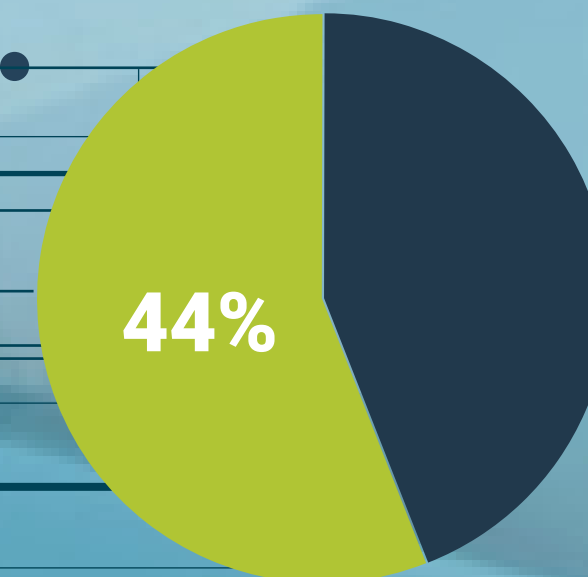
IT Vendor Spend Report

Super Long Company Name Inc.

2012-2013



Total IT Spend



Vendor Spend: \$3,200,000

IT Vendor Spend Over the Last 2 Years

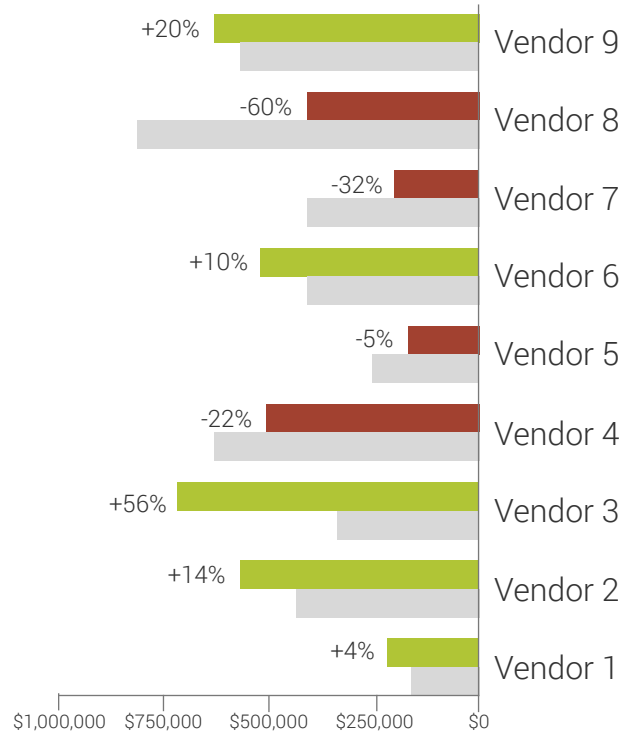
Manage spend accross categories based on annual increase and decrease

Company X

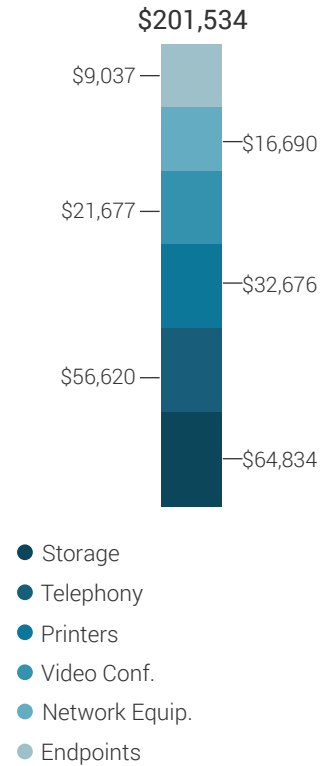
Prepared for:
Name, Role
Number of Respondents:

Infrastructure

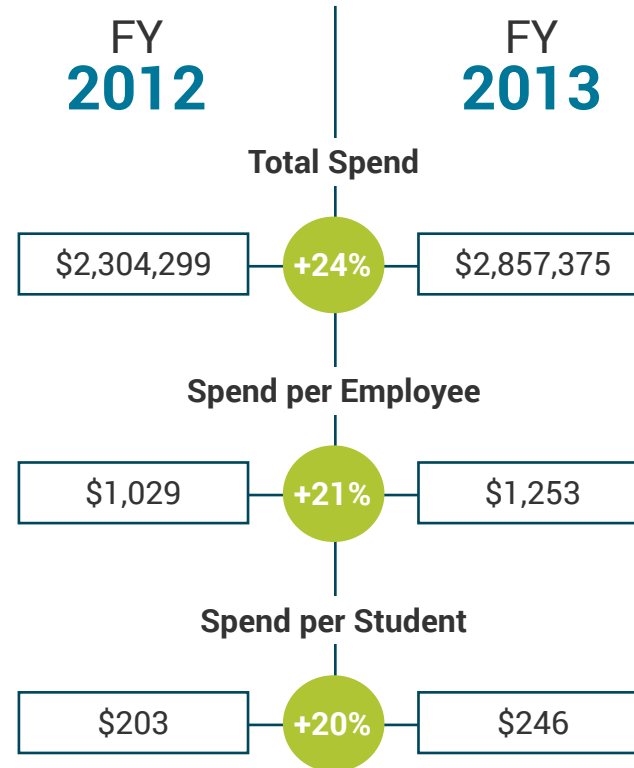
Last year to this year increase/decrease



Spend by Category

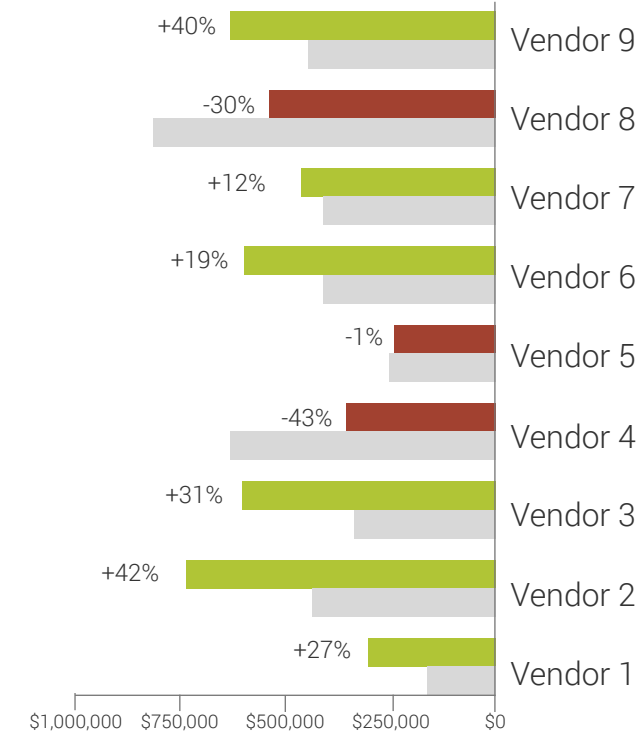


Overall Spending

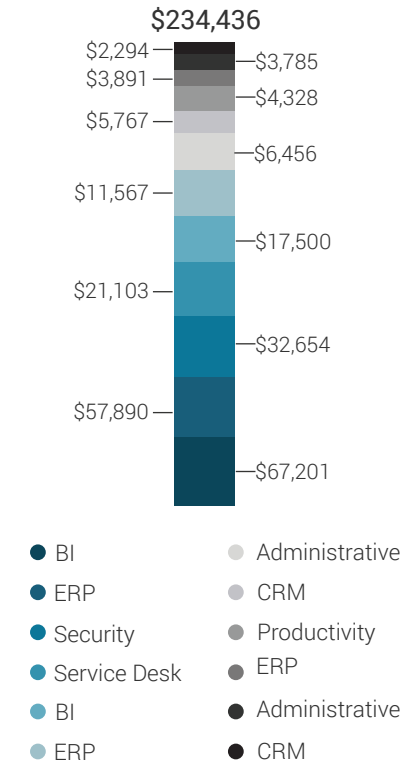


Applications

Last year to this year increase/decrease

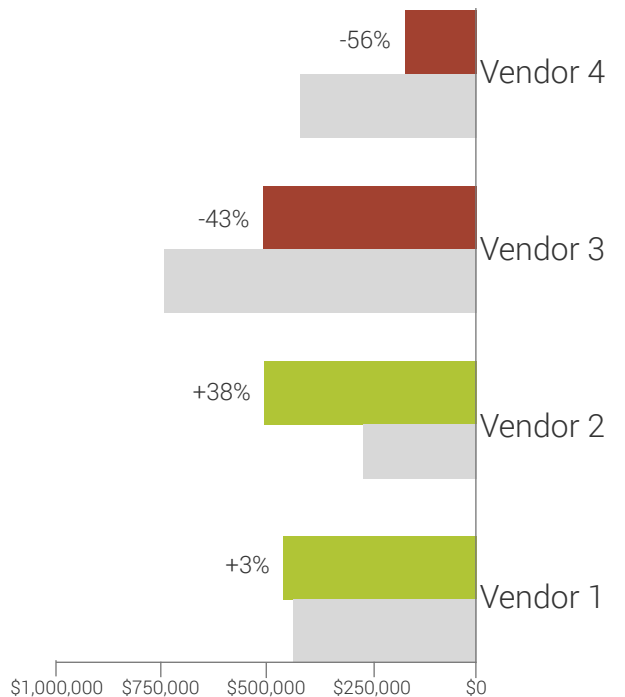


Spend by Category

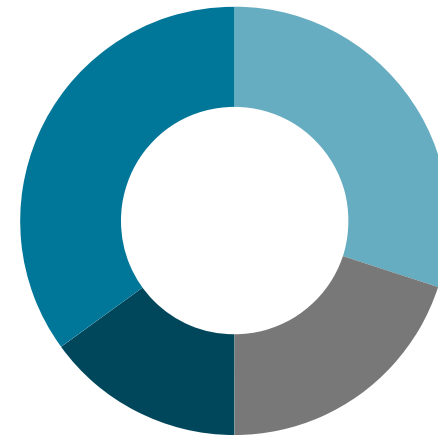
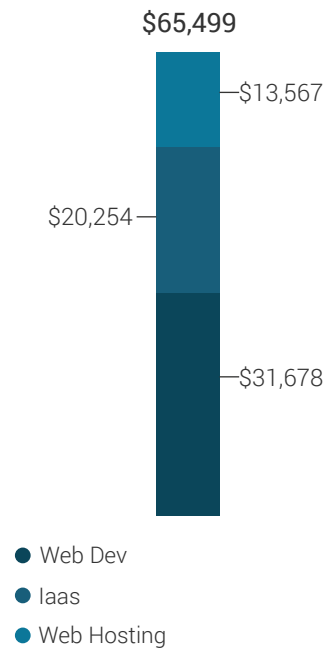


Services

Last year to this year increase/decrease



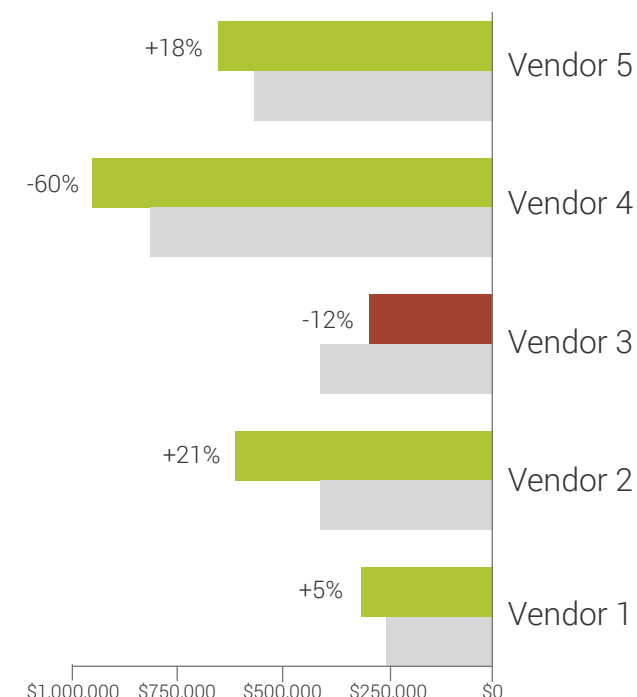
Spend by Category



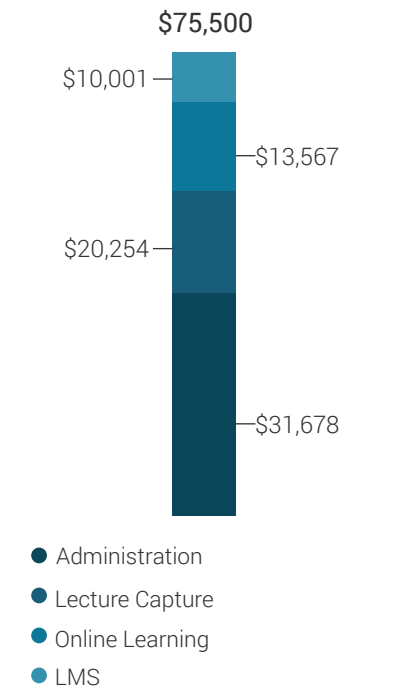
- Software (35%) – \$363,464
- Hardware (15%) – \$363,464
- Services (20%) – \$363,464
- Industry Apps (30%) – \$363,464

Industry Applications

Last year to this year increase/decrease



Spend by Category



- Administration
- Lecture Capture
- Online Learning
- LMS

Category Benchmarking: Applications

Assess your spending across categories relative to peers to identify areas where you are over – or under – investing

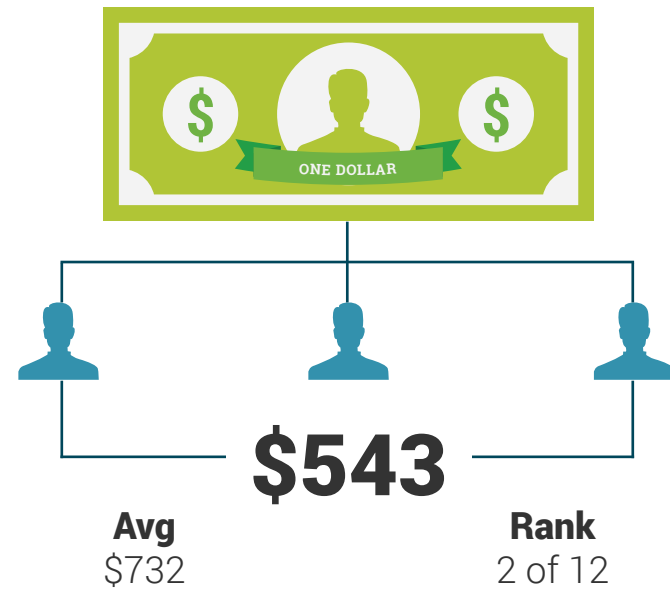
Company X

Prepared for:
Name, Role
Number of Respondents:

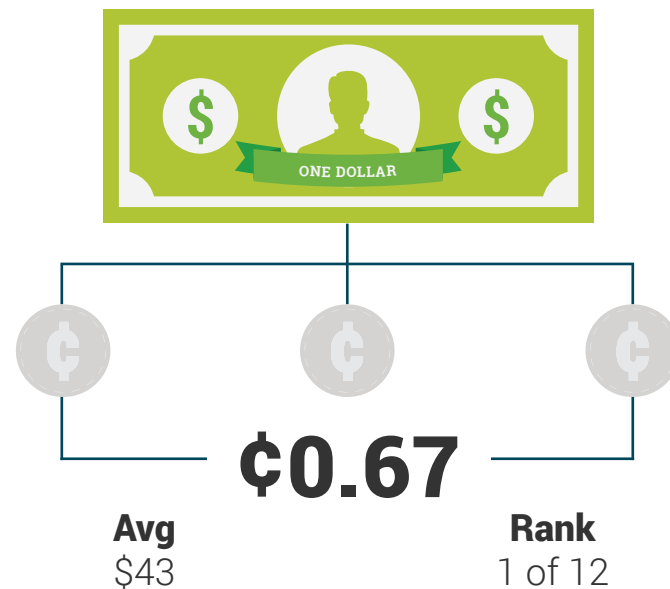
Total Application Spend

\$1,712,338

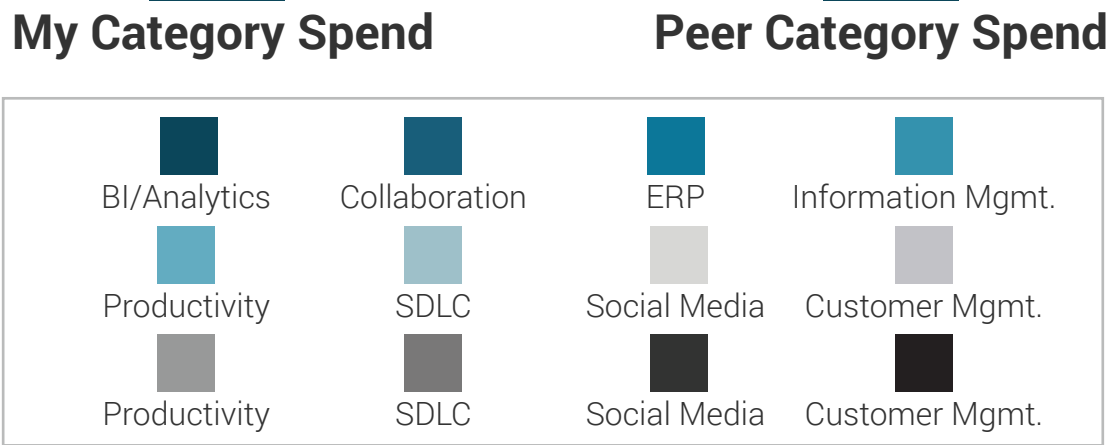
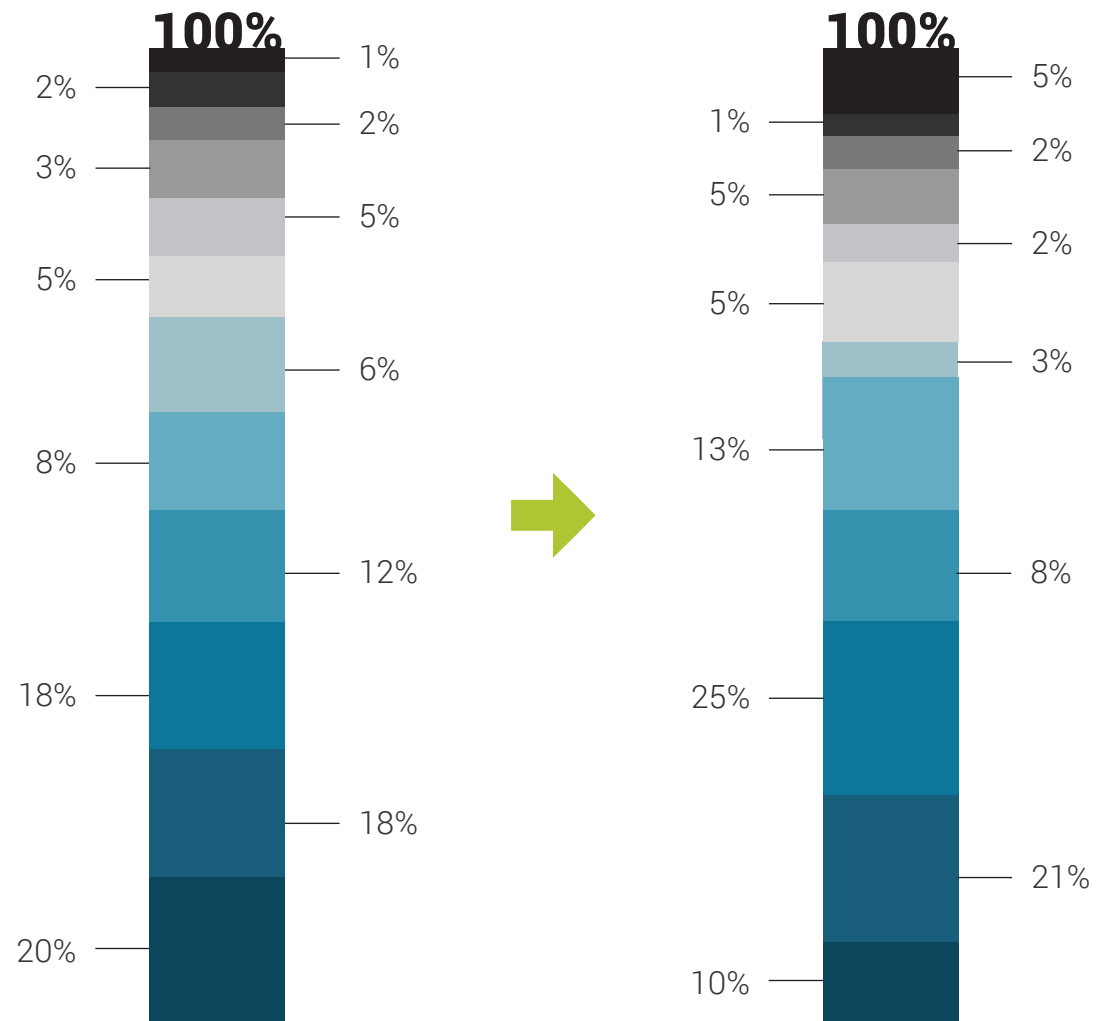
Application Spend per Employee



Application Spend per Revenue Dollar



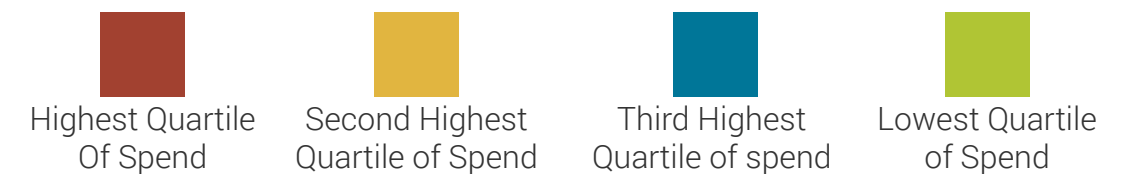
% Of Total Software Spend by Category



The graphs above compare your category spend as a percentage of total Applications spend against the average category spend among your peers. Note that if you have a significant outlier where your spend in one category is drastically higher, it will make all other categories appear smaller relative to your peers. In that case, see graphs to the right for a raw dollar calculation

Category Spend Ranking

Category	Total Spend per annum	% of Total Vendor Spend	% of Software Spend	Rank Among Peers
ERP	\$430,200	15%	26%	3/50
CRM	\$232,301	8%	12%	15/50
BI/Analytics	\$89,000	7%	11%	14/50
BPM	\$72,302	5%	8%	38/50
Data Management	\$70,213	5%	7%	40/50
Social Media	\$65,201	3%	6%	33/50
Security	\$63,796	3%	5%	49/50
Project Management	\$60,695	3%	4%	9/50
Software Development	\$31,694	1%	2%	41/50
End-User Productivity	\$56,998	2%	3%	22/50
Information Management	\$53,129	2%	3%	17/50
Collaboration	\$43,569	2%	3%	21/50



The table indicated your spend across 16 major Application categories. The rank among peers indicates where you fall among your closest peer group.

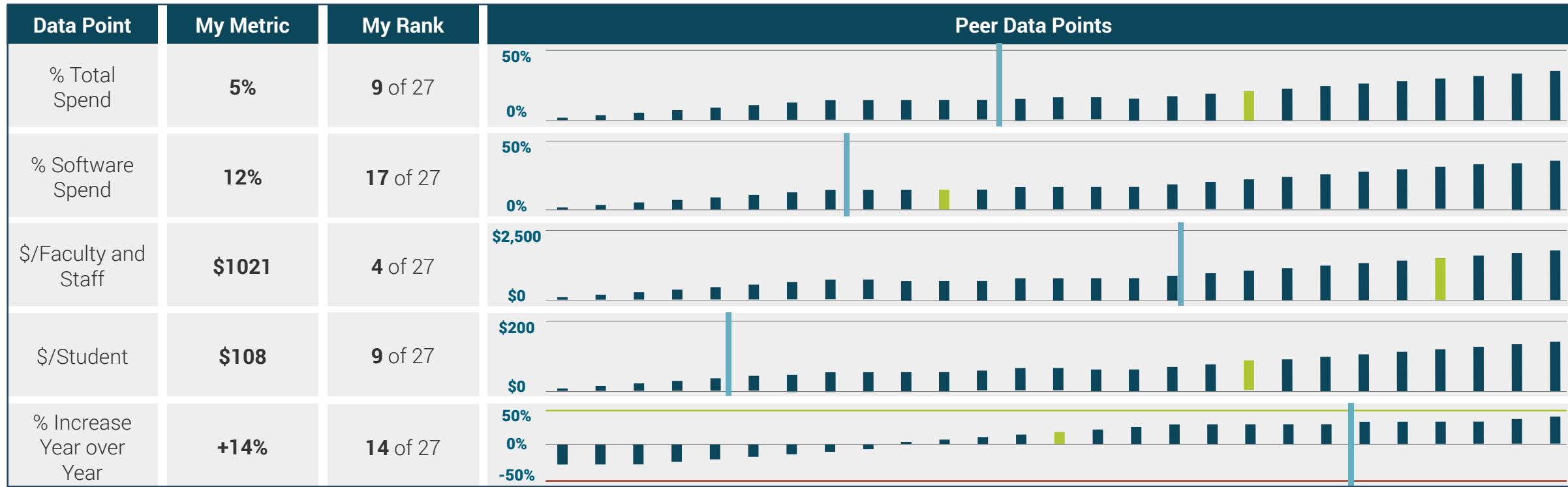
Category Benchmarking: ERP

Find out what your peers are spending on ERP technologies

Company X

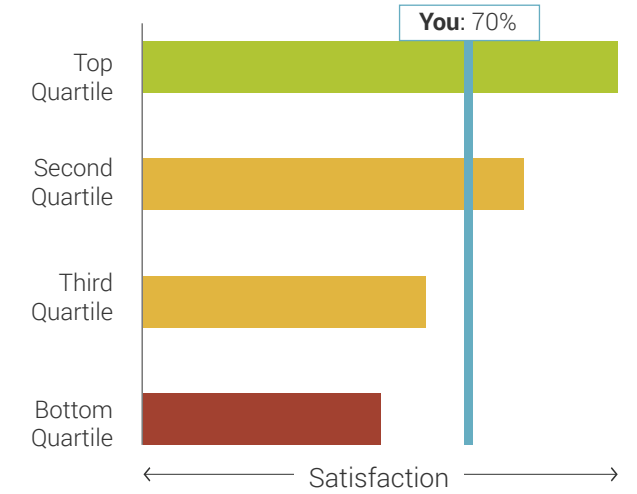
Prepared for:
Name, Role
Number of Respondents:

ERP Spending Ratios



The **light blue line** marks the arithmetic mean. My data point is highlighted by a **green bar**. Each **dark blue bar** represents a unique data point marking one of your peers.

Satisfaction across 4 Quartiles of Spend



Spending more on a solution does not guarantee higher satisfaction. See how the top and bottom spenders rate their overall satisfaction with the solution and vendor.

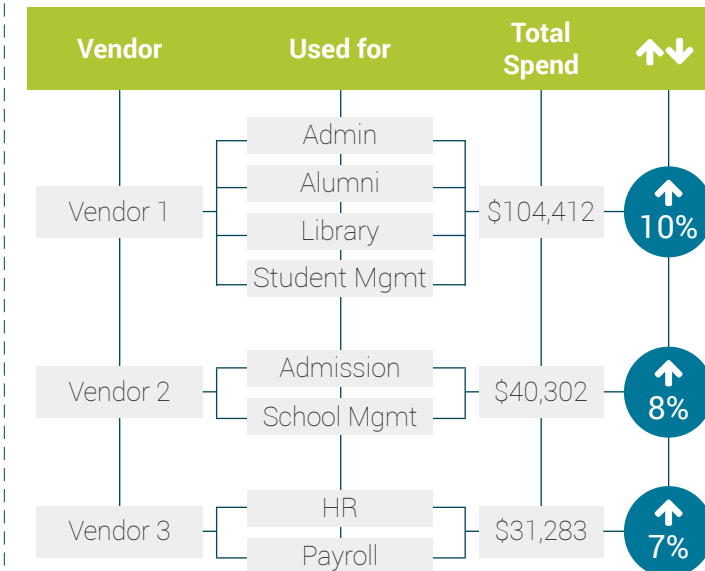


ERP Sub-Categories vs. Benchmarked Peer Metrics

ERP	% Spend	% Spend Difference	Total Spend	Total Spend Difference	↑↓ Over Last Year	↑↓ Over Last Year	Primary Vendor	Primary Vendor
Admin	24%	↓ 6%	\$44,163	\$7,659	↑ 10%	↑ 4%	Vendor 1	Vendor 3
Admission	17%	↑ 8%	\$31,282	(\$14,020)	↑ 7%	↑ 3%	Vendor 2	Vendor 3
Alumni	15%	↓ 10%	\$27,602	\$12,983	↓ 4%	↑ 10%	Vendor 1	Vendor 1
Finance	12%	↓ 2%	\$22,081	\$1,638	↑ 12%	↑ 6%	Microsoft	Vendor 4
HR	11%	↑ 2%	\$20,241	(\$5,718)	↑ 19%	↓ 14%	Vendor 3	Vendor 3
Payroll	6%	↑ 6%	\$11,041	(\$6,454)	↓ 34%	↓ 23%	Vendor 3	Vendor 5
School Management	4%	--	\$7,360	(\$172)	↓ 12%	↑ 1%	Vendor 2	Vendor 2
Student Management	2%	↑ 5%	\$3,680	(\$3,053)	↓ 5%	0	Vendor 1	Vendor 2
Total	100%	--	\$184,012	(\$2,016)	↑ 9%	↑ 5%	--	--



Top 3 ERP Vendor Investments



Category Benchmarking: ERP

See the details behind your peer benchmarks

Company X

Prepared for:
Name, Role
Number of Respondents:

Peer #1		
Size	Location	Total IT Budget
1000-2500 Staff	Mid-East US	\$4,342,210/year
ERP Spending Breakdown		
Category	Spend	Percent of ERP
Admin	\$59,393	8%
Admissions	\$95,329	12%
Alumni	\$12,950	3%
Finance	\$83,221	10%
HR	\$120,483	16%
Library	\$68,432	9%
Payroll	\$90,332	11%
School Mgmt	\$185,390	21%
Student Mgmt	\$81,860	10%
Total	\$797,389	100%

Peer #2		
Size	Location	Total IT Budget
1000-2500 Staff	Mid-East US	\$4,342,210/year
ERP Spending Breakdown		
Category	Spend	Percent of ERP
Admin	\$59,393	8%
Admissions	\$95,329	12%
Alumni	\$12,950	3%
Finance	\$83,221	10%
HR	\$120,483	16%
Library	\$68,432	9%
Payroll	\$90,332	11%
School Mgmt	\$185,390	21%
Student Mgmt	\$81,860	10%
Total	\$797,389	100%

Peer #3		
Size	Location	Total IT Budget
1000-2500 Staff	Mid-East US	\$4,342,210/year
ERP Spending Breakdown		
Category	Spend	Percent of ERP
Admin	\$59,393	8%
Admissions	\$95,329	12%
Alumni	\$12,950	3%
Finance	\$83,221	10%
HR	\$120,483	16%
Library	\$68,432	9%
Payroll	\$90,332	11%
School Mgmt	\$185,390	21%
Student Mgmt	\$81,860	10%
Total	\$797,389	100%


Peer #4		
Size	Location	Total IT Budget
1000-2500 Staff	Mid-East US	\$4,342,210/year
ERP Spending Breakdown		
Category	Spend	Percent of ERP
Admin	\$59,393	8%
Admissions	\$95,329	12%
Alumni	\$12,950	3%
Finance	\$83,221	10%
HR	\$120,483	16%
Library	\$68,432	9%
Payroll	\$90,332	11%
School Mgmt	\$185,390	21%
Student Mgmt	\$81,860	10%
Total	\$797,389	100%

Peer #5		
Size	Location	Total IT Budget
1000-2500 Staff	Mid-East US	\$4,342,210/year
ERP Spending Breakdown		
Category	Spend	Percent of ERP
Admin	\$59,393	8%
Admissions	\$95,329	12%
Alumni	\$12,950	3%
Finance	\$83,221	10%
HR	\$120,483	16%
Library	\$68,432	9%
Payroll	\$90,332	11%
School Mgmt	\$185,390	21%
Student Mgmt	\$81,860	10%
Total	\$797,389	100%

Peer #6		
Size	Location	Total IT Budget
1000-2500 Staff	Mid-East US	\$4,342,210/year
ERP Spending Breakdown		
Category	Spend	Percent of ERP
Admin	\$59,393	8%
Admissions	\$95,329	12%
Alumni	\$12,950	3%
Finance	\$83,221	10%
HR	\$120,483	16%
Library	\$68,432	9%
Payroll	\$90,332	11%
School Mgmt	\$185,390	21%
Student Mgmt	\$81,860	10%
Total	\$797,389	100%


Peer #7		
Size	Location	Total IT Budget
1000-2500 Staff	Mid-East US	\$4,342,210/year
ERP Spending Breakdown		
Category	Spend	Percent of ERP
Admin	\$59,393	8%
Admissions	\$95,329	12%
Alumni	\$12,950	3%
Finance	\$83,221	10%
HR	\$120,483	16%
Library	\$68,432	9%
Payroll	\$90,332	11%
School Mgmt	\$185,390	21%
Student Mgmt	\$81,860	10%
Total	\$797,389	100%

Peer #8		
Size	Location	Total IT Budget
1000-2500 Staff	Mid-East US	\$4,342,210/year
ERP Spending Breakdown		
Category	Spend	Percent of ERP
Admin	\$59,393	8%
Admissions	\$95,329	12%
Alumni	\$12,950	3%
Finance	\$83,221	10%
HR	\$120,483	16%
Library	\$68,432	9%
Payroll	\$90,332	11%
School Mgmt	\$185,390	21%
Student Mgmt	\$81,860	10%
Total	\$797,389	100%



$$\bar{x} = \frac{\sum x}{n}$$

Peer Average		
Size	Location	Total IT Budget
1000-2500 Staff	Mid-East US	\$4,342,210/year
ERP Spending Breakdown		
Category	Spend	Percent of ERP
Admin	\$59,393	8%
Admissions	\$95,329	12%
Alumni	\$12,950	3%
Finance	\$83,221	10%
HR	\$120,483	16%
Library	\$68,432	9%
Payroll	\$90,332	11%
School Mgmt	\$185,390	21%
Student Mgmt	\$81,860	10%
Total	\$797,389	100%



$$\bar{x} = \frac{\sum x}{n}$$

Vendor Benchmarking: Oracle

Compare your experience with the vendor with that of your peers to ensure that you're getting a good deal and the right level of service

Company X

Prepared for:
Name, Role
Number of Respondents:

Oracle PeopleSoft

Ed. Campus Solutions v.11

Modules: Financial Management, Student Services, Human Capital

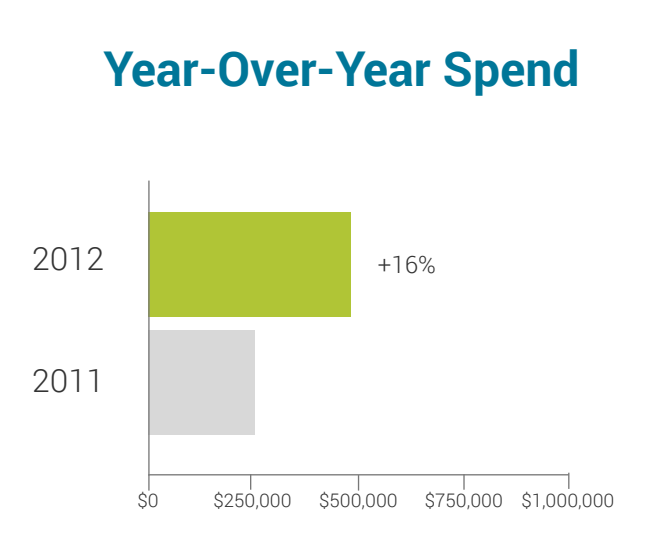
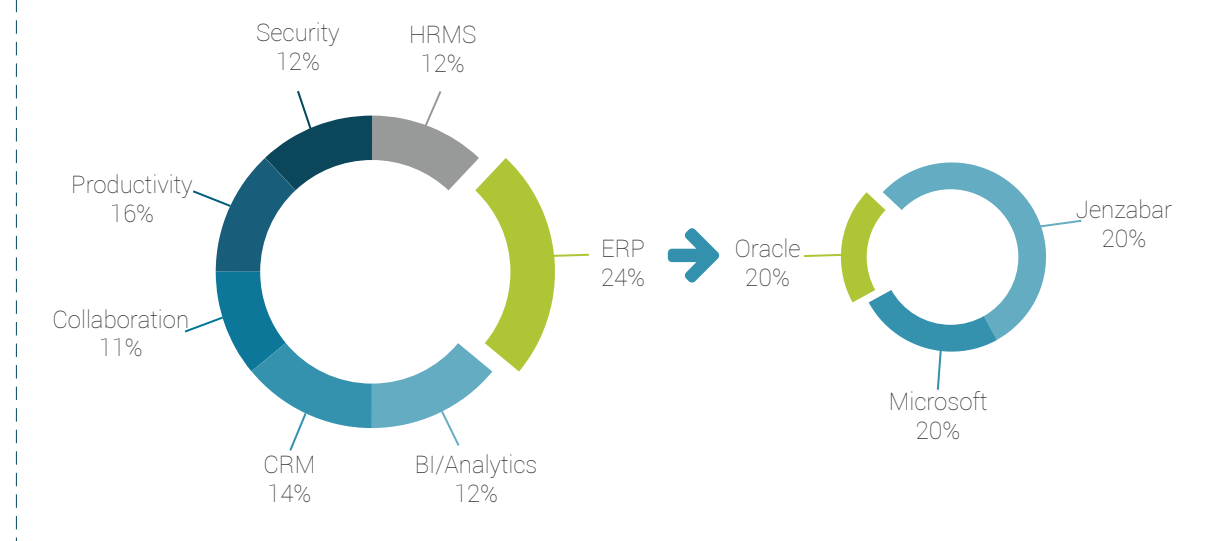
Category: Erp

Seats

636

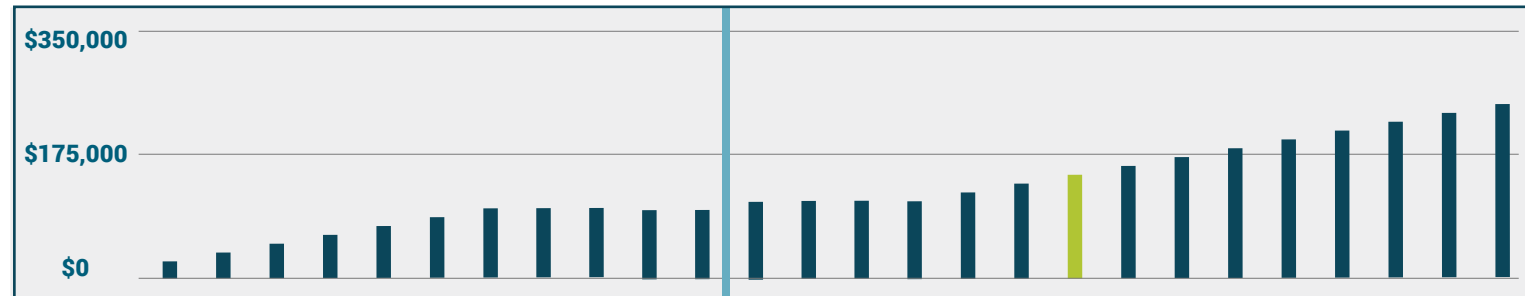
Total Contract Spend

\$485,432

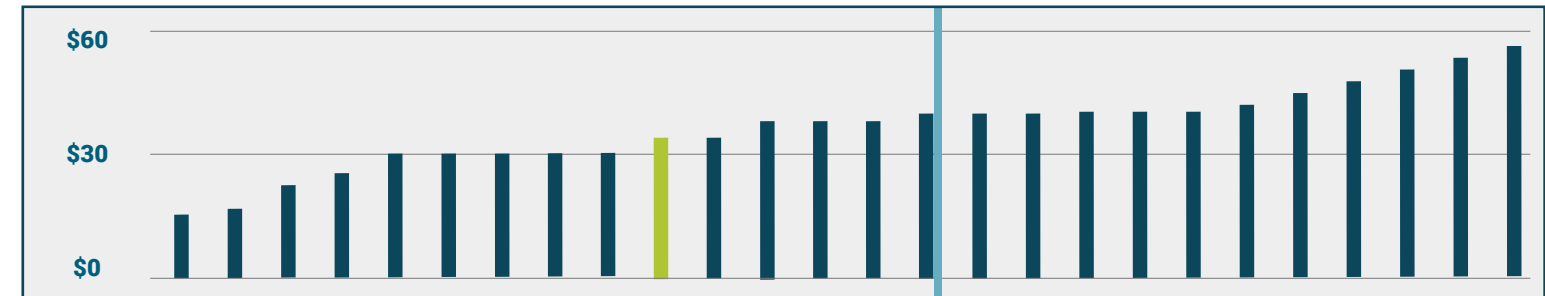


How much am I spending on this vendor's technology relative to my peers?

Total Contract Spend



Cost Per Seat



Each of **the dark blue bars** represents a data point compiled from your peer group. The **light blue line** indicates the median point while the **green bar** indicates where you fall in the spectrum. Total spend is not normalized against size, so if you are supporting far more users than your peers it is likely that you will be spending more than the average. Cost per seat is normalized by size.

How satisfied is my organization with the product and vendor performance compared to my peers

Implementation

Question	N Count	Average	0	2	4	6	8	10	
Speed and Ease of Implementation?	21	5/10	[Bar chart showing distribution from 0 to 10]						
Is solution replacable?	21	5/10	[Bar chart showing distribution from 0 to 10]						
Overall?	21	5/10	[Bar chart showing distribution from 0 to 10]						

Service and Support

Question	N Count	Average	0	2	4	6	8	10	
Effectiveness of vendor support?	21	5/10	[Bar chart showing distribution from 0 to 10]						
Knowledgeable support staff?	21	5/10	[Bar chart showing distribution from 0 to 10]						
Overall?	21	5/10	[Bar chart showing distribution from 0 to 10]						

Partnerships

Question	N Count	Average	0	2	4	6	8	10	
Contract negotiation process?	21	5/10	[Bar chart showing distribution from 0 to 10]						
Commitment to improvement?	21	5/10	[Bar chart showing distribution from 0 to 10]						
Overall?	21	6/10	[Bar chart showing distribution from 0 to 10]						
Overall?	21	6/10	[Bar chart showing distribution from 0 to 10]						

Legend

Min | Avg. | Max

You

High Medium Low

Vendor Benchmarking: Oracle

Leverage your peers' insights to maximize your leverage during contract negotiations

Company X

Prepared for:

Name, Role

Number of Respondents:

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Most Effective Negotiation Tactic

"Take advantage of Oracle's year end in April. Reps gain additional discounting power in the final throws of their fiscal year, so align your renewal with that date for maximum savings"

"The vendor offers significant incentives to bundle additional products. Clients negotiate between 6 and 8 months free for adding products like Chatter and Service Cloud"

"Price per seat is more difficult to negotiate than the cost of data storage. Focus your efforts on the per TB cost and lock in your rate for as many years as possible."



Positive Experience with the Vendor

"Data migration was our biggest hurdle, we definitely should have invested in professional services to do this, and recommend anyone else implementing ERP find a capable integration partner"

"Customizing is easy, almost too easy. Next thing you know you end up with massive field sprawl. Be sure that you're adding value, not just fields."

"We had serious user adoption issues that are still not fully solved. Invest in training upfront otherwise your users will not buy-in to the new processes involved with cloud ERP."



Negative Experiences with the Vendor

"Data migration was our biggest hurdle, we definitely should have invested in professional services to do this, and recommend anyone else implementing ERP find a capable integration partner"

"Customizing is easy, almost too easy. Next thing you know you end up with massive field sprawl. Be sure that you're adding value, not just fields."

"We had serious user adoption issues that are still not fully solved. Invest in training upfront otherwise your users will not buy-in to the new processes involved with cloud ERP."



Purchasing Advice from Fellow Customers

"Data migration was our biggest hurdle, we definitely should have invested in professional services to do this, and recommend anyone else implementing ERP find a capable integration partner"

"Customizing is easy, almost too easy. Next thing you know you end up with massive field sprawl. Be sure that you're adding value, not just fields."

"We had serious user adoption issues that are still not fully solved. Invest in training upfront otherwise your users will not buy-in to the new processes involved with cloud ERP."

Vendor Benchmarking: Oracle

Review the profiles of your peer group

Company X

Prepared for:
Name, Role
Number of Respondents:

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RESEARCH GROUP

Your data has been compared against your closest peers to populate the data on the previous pages. Below you can find the profiles of a sampling these comparables complete with their situations and evaluations of the chosen solution.

Total Contract Spend → \$ \$ \$ \$ Top Quartile
\$475,000/year

Cost per seat → \$ \$ \$ Third Quartile
\$132

Employees: 250-500 **Location:** Canada

Modules: Student Services, Constituent Relationship

Implementation: ██████████
Service & Support: ██████████
Partnership: ██████████
Overall: ██████████

Advice to other clients:
“ We have been using Oracle for 3 years for all of our CRM needs. We supplement Sales Cloud with Service Cloud and Chatter to get maximum value, and encourage any other customers to seriously consider all modules if they're going to use any of them ”

Total Contract Spend → \$ \$ \$ \$ Top Quartile
\$475,000/year

Cost per seat → \$ \$ \$ Third Quartile
\$132

Employees: 250-500 **Location:** Canada

Modules: Student Services, Human Capital Mgmt.

Implementation: ██████████
Service & Support: ██████████
Partnership: ██████████
Overall: ██████████

Advice to other clients:
“ We have been using Oracle for 3 years for all of our CRM needs. We supplement Sales Cloud with Service Cloud and Chatter to get maximum value, and encourage any other customers to seriously consider all modules if they're going to use any of them ”

Total Contract Spend → \$ \$ \$ \$ Top Quartile
\$475,000/year

Cost per seat → \$ \$ \$ Third Quartile
\$132

Employees: 250-500 **Location:** Canada

Modules: Constituent Relationship Mgmt.

Implementation: ██████████
Service & Support: ██████████
Partnership: ██████████
Overall: ██████████

Advice to other clients:
“ We have been using Oracle for 3 years for all of our CRM needs. We supplement Sales Cloud with Service Cloud and Chatter to get maximum value, and encourage any other customers to seriously consider all modules if they're going to use any of them ”

Total Contract Spend → \$ \$ \$ Third Quartile
\$156,000/year

Cost per seat → \$ \$ \$ Third Quartile
\$132

Employees: 250-500 **Location:** United States

Modules: Constituent Relationship Mgmt.

Implementation: ██████████
Service & Support: ██████████
Partnership: ██████████
Overall: ██████████

Advice to other clients:
“ Oracle is awesome. The staff loves it, we've never had a major issue they didn't fix right away, and we don't think it's all that expensive. Being a small company we had to work very hard to negotiate our discount level, but persistence pays off with this vendor ”

Total Contract Spend → \$ \$ \$ Third Quartile
\$156,000/year

Cost per seat → \$ \$ \$ Third Quartile
\$132

Employees: 250-500 **Location:** United States

Modules: Student Services, Human Capital Mgmt.

Implementation: ██████████
Service & Support: ██████████
Partnership: ██████████
Overall: ██████████

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\$156,000/year

Cost per seat → \$ \$ \$ Third Quartile
\$132

Employees: 250-500 **Location:** United States

Modules: Student Services, Human Capital Mgmt.

Implementation: ██████████
Service & Support: ██████████
Partnership: ██████████
Overall: ██████████

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Total Contract Spend → \$ Bottom Quartile
\$74,000/year

Cost per seat → \$ \$ \$ Third Quartile
\$168

Employees: 250-500 **Location:** United States

Modules: Student Services, Constituent Relationship

Implementation: ██████████
Service & Support: ██████████
Partnership: ██████████
Overall: ██████████

Advice to other clients:
“ We negotiated an excellent deal thanks to the volume we were purchasing. The product has lived up to expectations, but we've been disappointed by the support staff on a number of occasions. Not taking the premium support package was our biggest mistake ”

Total Contract Spend → \$ Bottom Quartile
\$74,000/year

Cost per seat → \$ \$ \$ Third Quartile
\$168

Employees: 250-500 **Location:** United States

Modules: Student Services, Human Capital Mgmt.

Implementation: ██████████
Service & Support: ██████████
Partnership: ██████████
Overall: ██████████

Advice to other clients:
“ We negotiated an excellent deal thanks to the volume we were purchasing. The product has lived up to expectations, but we've been disappointed by the support staff on a number of occasions. Not taking the premium support package was our biggest mistake ”

Total Contract Spend → \$ Bottom Quartile
\$74,000/year

Cost per seat → \$ \$ \$ Third Quartile
\$168

Employees: 250-500 **Location:** United States

Modules: Student Services, Human Capital Mgmt.

Implementation: ██████████
Service & Support: ██████████
Partnership: ██████████
Overall: ██████████

Advice to other clients:
“ We negotiated an excellent deal thanks to the volume we were purchasing. The product has lived up to expectations, but we've been disappointed by the support staff on a number of occasions. Not taking the premium support package was our biggest mistake ”

Vendor Category Benchmarking: Oracle

Compare your vendor's scores against the other major players in the category to see if you are working with the right partner

Company X

Prepared for:
Name, Role
Number of Respondents:

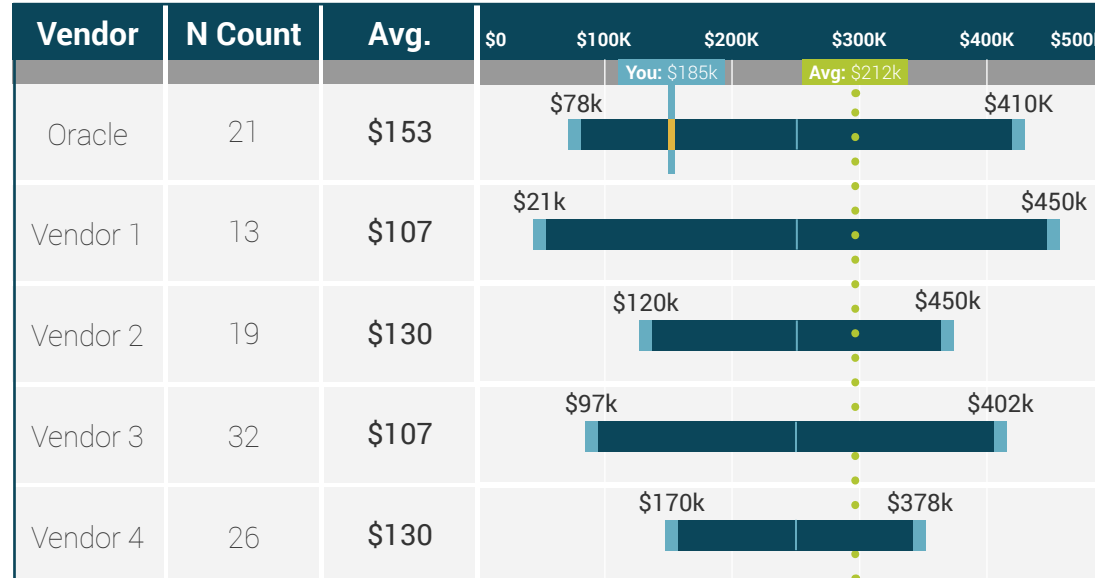
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The graphics on this page show the maximum, minimum, and average values for each vendor. The average across all vendors is indicated by the green dotted line. Your spend is indicated by the **light blue line** within your vendor's data. Use this data to see where your cost and satisfaction fall both within your vendor, and within the broader product category. If your vendor is consistently performing poorly compared to the category average, use the data below to identify the vendors with whom your peers find greater success.

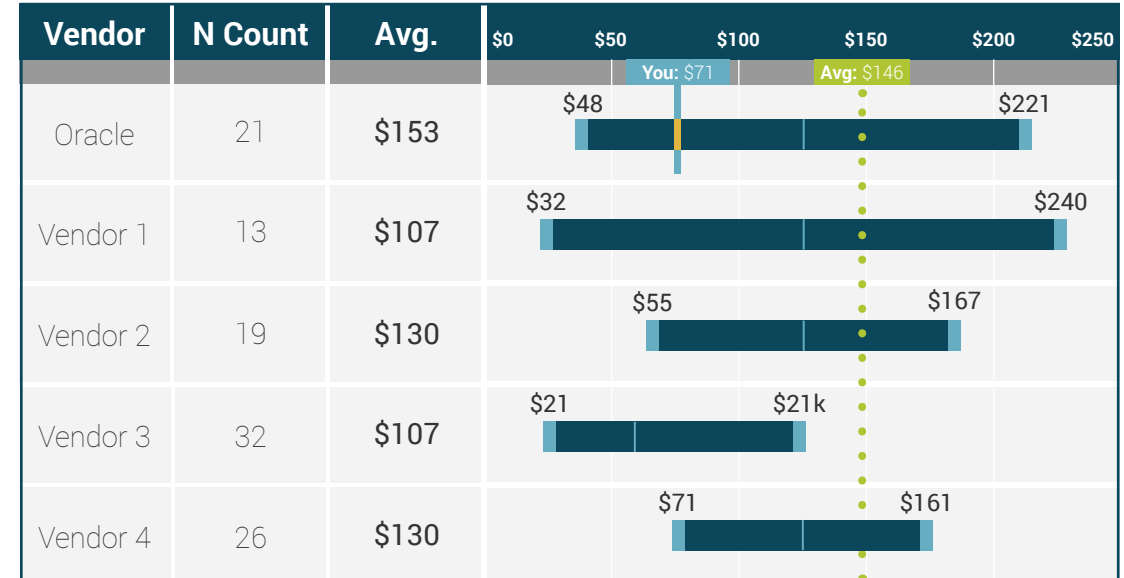
What other options exist in the ERP Space?

Vendor Product	Avg. Cost/Seat	Dif. to my vendor	Avg. Overall sat.	Dif. to my vendor
Oracle E-Business Suite	\$145	-	7.4	-
Vendor 1 Dynamics	\$89	-73%	7.8	+12%
Vendor 2 SAP ERP	\$134	-12%	6.7	-19%
Vendor 3 JDE	\$186	+25%	8.3	+21%
Vendor 4 Lawson	\$123	-18%	7	-9%

What are people paying each year for the top 5 vendors in the space?

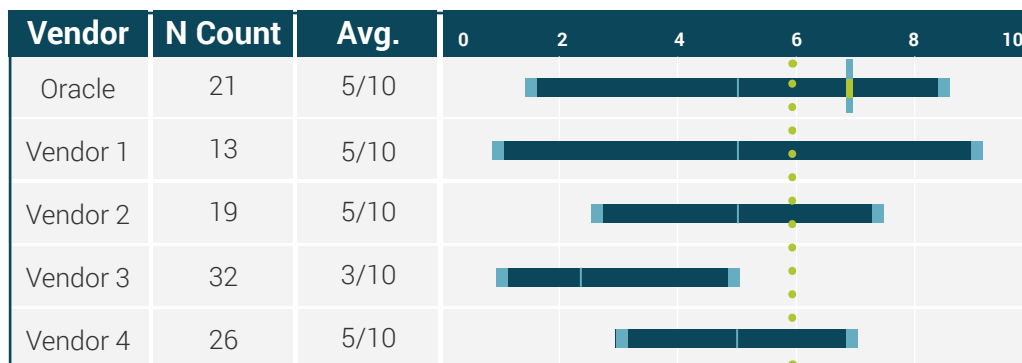


What are people paying per seat for the top 5 vendors in this space?



Implementation

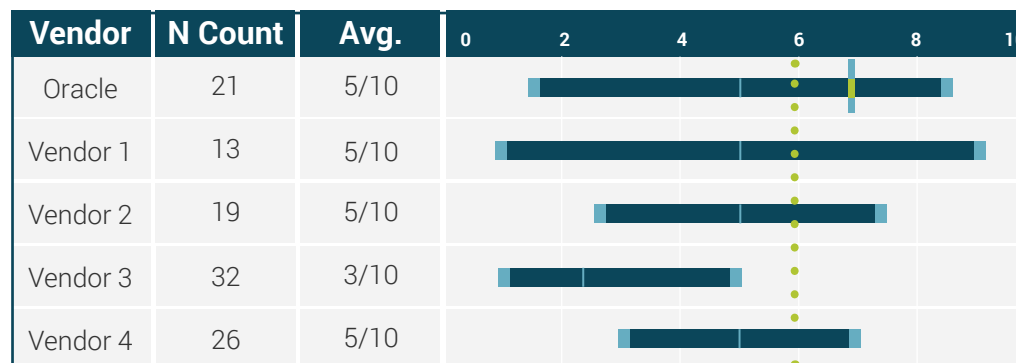
How Satisfied are you with the speed and ease of implementation with this solution?



Average: 5.3/10 You: 7/10

Support

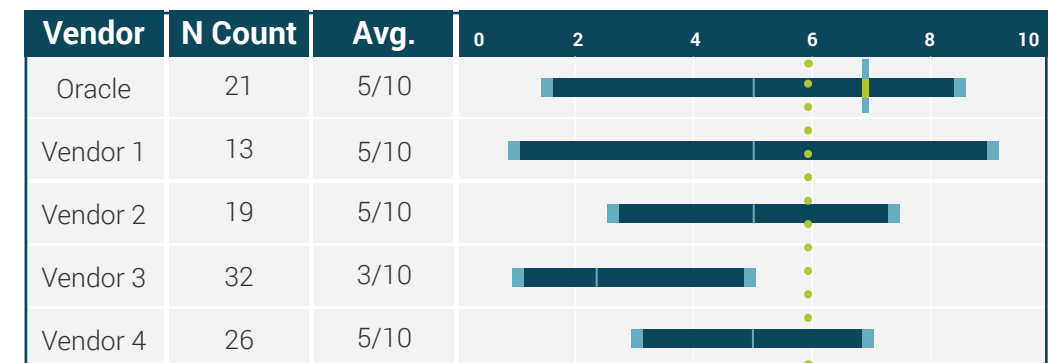
How Satisfied are you with the responsiveness and effectiveness of vendor support?



Average: 5.3/10 You: 7/10

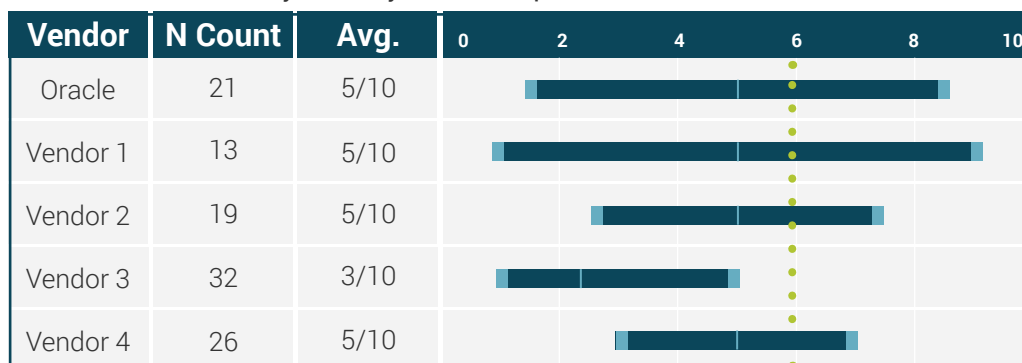
Vendor Partnership

How satisfied are you with the contract negotiation and renewal process?



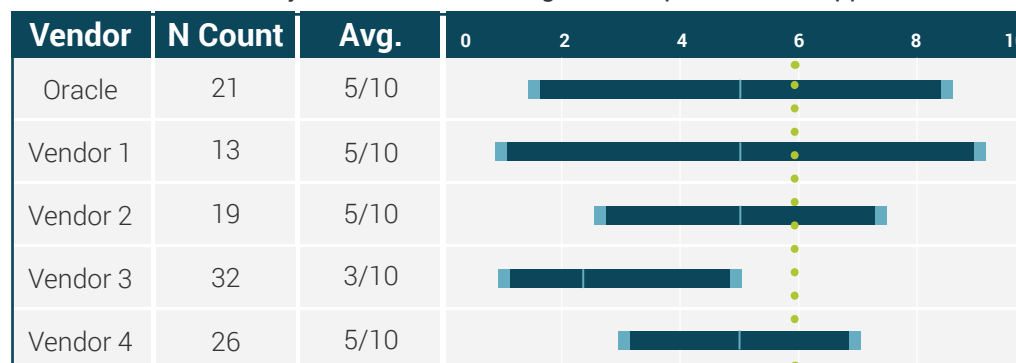
Average: 5.3/10 You: 7/10

How satisfied are you that you could replace this solution with a substitute?



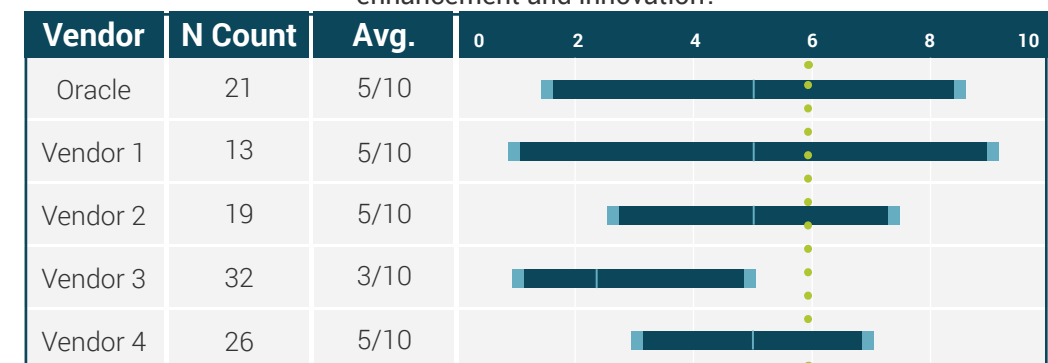
Average: 5.3/10 You: 7/10

How satisfied are you with the knowledge and helpfulness of support staff?



Average: 5.3/10 You: 7/10

How satisfied are you with the vendor commitment to continued product enhancement and innovation?



Average: 5.3/10 You: 7/10