

Using Impetro.com™ to leverage market knowledge in a competitive vendor selection process.



client case study

Impetro.com™: Supplier Selection

Background A leading Midwest financial services organization with 3,500 employees needed to replace its existing payroll and Human Resource Information Management (HRIM) system because the current platform could not sufficiently respond to the company's reporting needs or data tracking requirements.

Challenge Findley Davies partnered with this organization to evaluate vendors based on a focused and efficient presentation of the company's functional requirements through the use of Impetro.com™, Findley Davies' proprietary web-based vendor selection system. Findley Davies developed a thorough demonstration script and scoring tool to provide the company with a structured procedure to evaluate the HRIM finalists chosen through Impetro.com™. In addition, Findley Davies provided the client with suggested language to ensure that any contract and service level agreement accurately reflected the proposed services and performance expectations.

Findley Davies' Solution The outcome of the project was a new HRIM system that enabled the company to significantly improve processes and offer employee and manager self-service.

Findley Davies consultants imparted an objective, informed perspective to the engagement by assisting the company in collecting data through individual interviews and focus groups with process owners to develop detailed functional requirements that were used to measure vendor capabilities.

Impetro.com™ provided structure that allowed the organization to quickly analyze the relative strengths and weaknesses between HRIM systems and best of breed solutions, as well as identify and quantify the gaps between the organization's functional requirements and the vendor's capabilities.

The custom demonstration script developed by Findley Davies served as a functional outline to provide a balanced approach to scoring the finalists on an "apples-to-apples" basis and allowed the company to select a vendor that would meet or exceed their expectations.

Results Findley Davies assisted the organization in preparing a proactive negotiating strategy. Building on Findley Davies' market knowledge and experience in other vendor selection projects, the organization was able to achieve favorable pricing and terms and conditions in the contract and service level agreement.

About Findley Davies
Since 1969, Findley Davies has been working with companies who are interested in maximizing their HR effectiveness. The Firm specializes in helping clients attract and retain the best talent, enhance their financial performance, and structure solutions that drive and manage organizational change. Findley Davies prides itself in providing clients with tools and solutions to manage the challenges and changes clients face everyday; while helping clients maintain a competitive advantage in the marketplace. For more information, please visit our website at www.findleydavies.com or contact us at:

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