



# Vendor Value Realization

Guarantee the value promised from your vendors

Considering all the hours spent in evaluation, contract negotiations, and due diligence to onboard a new vendor, it's in your organization's best interest to monitor whether or not the company is delivering on the value promised. Unfortunately, in enterprise business, that's rarely the case.

For every vendor contract, there are specific outcomes you are looking to achieve when the relationship first forms. Without a system in place to track value realization, however, these desired outcomes are often forgotten. As a result, many companies spend a large percentage of their operating budgets on third party products and services without proof of performance. Loyalty becomes the unintended side-effect of ineffective vendor management rather than the result of your success.

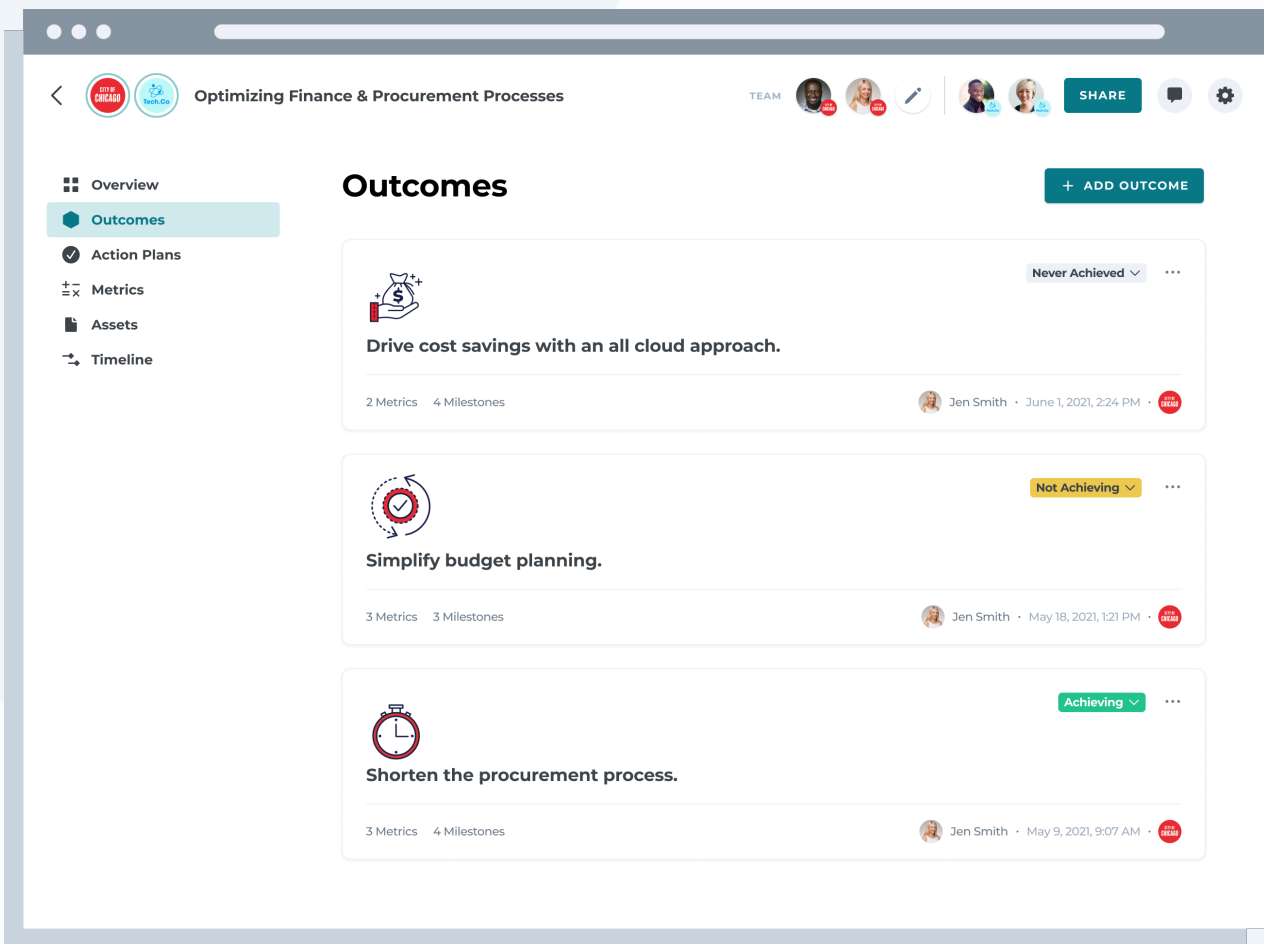
In order to better manage your vendor network and protect your bottom line, you need to create accountability for the achievement of your desired outcomes and keep value delivery the focus of each vendor partnership.

## The Business Value Network

MetaCX has created the first-ever Business Value Network where companies go to manage their business relationships. Within the network, companies like yours are able to connect with their vendors through Bridges—co-owned digital spaces where two or more organizations can come together to define and collaborate on desired business outcomes. The Bridge keeps all parties accountable and focused on the goals, action plans, and evaluation measures necessary to achieve shared success.

To monitor vendor performance, MetaCX captures multidirectional data. Both the vendor and buyer in a partnership are able to instrument any application, system, or digital endpoint and share these disparate data points to a Bridge. Within the co-owned space, individual metrics combine into a dynamic, comprehensive view of performance toward the achievement of outcomes and help the buyer assess whether the partnership should continue long term.





The screenshot shows a web interface for 'Optimizing Finance & Procurement Processes'. The top navigation bar includes a back arrow, two circular icons (one with 'CITY OF CHICAGO' and one with 'MUNICO'), the title 'Optimizing Finance & Procurement Processes', a 'TEAM' section with three profile icons, a 'SHARE' button, and a settings gear. A left sidebar contains a menu with 'Overview', 'Outcomes' (highlighted), 'Action Plans', 'Metrics', 'Assets', and 'Timeline'. The main content area is titled 'Outcomes' and features a '+ ADD OUTCOME' button. Three outcome cards are displayed, each with an icon, a title, a progress indicator, and a date:

- Drive cost savings with an all cloud approach.** Status: Never Achieved. 2 Metrics, 4 Milestones. Created by Jen Smith on June 1, 2021, 2:24 PM.
- Simplify budget planning.** Status: Not Achieving. 3 Metrics, 3 Milestones. Created by Jen Smith on May 18, 2021, 1:21 PM.
- Shorten the procurement process.** Status: Achieving. 3 Metrics, 4 Milestones. Created by Jen Smith on May 9, 2021, 9:07 AM.

## How You Benefit

Set clear expectations for each vendor partnership by working together to define and document your team's desired outcomes.

Close the loop by establishing a true correlation between your investments and the achievement of your goals and objectives.

Ensure continuous alignment around your goals by collaborating with vendors in a co-owned digital space that provides complete transparency.

Visualize your own data related to the use, adoption, and effectiveness of vendor products and services.

Mitigate sensitivity to data access and control by leveraging a neutral third party platform that ensures no single participant has any asymmetric advantage.

Establish a consistent, repeatable process for proof of performance across your entire vendor network.