SolutionMap allows companies to assess procurement technologies by considering the solutions' concrete capabilities to meet a company's needs and unbiased customer feedback.

It is known as the most rigorous, data-centric assessment in the industry, by reviewing over 500 functional and platform components across the source-to-pay landscape to discern the level of integration and interoperability between product modules, suites, ERPs and broader technologies - as well as the quality and effectiveness of advanced technologies such as AI.

SolutionMap intelligence creates 'decision insurance' for buyers via:

- Tech shortlisting and de-risking selections
- Market scanning for AI-native and category-specific solutions and stack optimization
- Rapid validation of vendor claims vs. reality

How SolutionMap measures technological capability

The technical capability data driving SolutionMap comes from an in-depth request for information (RFI). The RFI is the result of a collaboration between analysts, customers, and consultants, who ensured the requirements were comprehensive and relevant to procurement tech customers.

Capability definitions, market segments, and capability weightings are determined before issuing the RFI to ensure consistent application across all reviewed vendors' solutions.

The RFI requirements cover:

– All elements of a technology*
– In-depth platform scoring and integrations**
– Supplier experience
– Front-end user and administrator user experience

** The technology elements are detailed and vary by the technology being ranked.*

*** The platform-level requirements help analysts discern the level of integration between product modules and suites, overall interoperability with ERP and broader technologies and the quality and effectiveness of applied advanced technologies, such as artificial intelligence (AI).*

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Vendors self-score* the core platform and module-specific capability requirements on a 0-5 scale and must provide reasoning and supporting information. Analysts review, counter-score and conduct in-depth demos to validate the scores. The vendor receives the analyst counter scores and updates self-scores in ensuing scoring rounds with additional reasoning, documentation and demos as required by the analyst. The analyst then finalizes the scores after considering the vendor inputs and technology against the set scoring scale. The lead analyst for a module determines the final scores for all participating vendors.

Vendors complete a company information survey, detailing company and customer demographics and describing all solution-related services available to customers and supply documentation regarding revenue models, buyer and supplier fees, customer TCO, ROI, success metrics, and case studies.

Vendors are required to review and update their full RFI scoring inputs every 12 months (platform-level as well as module-specific self-scores) and can submit intermittent module updates (a maximum of twice every 12 months per module). Any scoring updates require validation demos.

The RFI is dynamic, and the analyst team makes updates from time to time, adding, removing, and editing requirements to reflect current solution market capabilities. However, to ensure a complete dataset, the analysts will score the new requirements if a vendor is not active in an RFI cycle based on demos, or the score is algorithmically determined based on the vendor's overall score and peers' scores for the given element until the next vendor validation review.

If a solution is deemed relevant by the analyst, but the vendor does not wish to participate in the rigorous scoring process, the analyst may **score the vendor based on tech demos provided by a third party (e.g., an implementer)** and other sources (e.g., public sources, investors, the press, case studies and social media) A vendor cannot opt of out of being included in SolutionMap. However, when this is the case, the vendor scores are marked with an asterisk denoting "not validated by vendor," ensuring buyers can trust the completeness of the dataset as they embark on identifying vendors with the right technical capabilities.

Customer references

A vendor must provide and maintain at least three customer references. References remain valid for 3 years.

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Validated customers complete a detailed survey on the vendor's key differentiators, delivery against expectations/requirements, strengths, net promoter score, collaborativeness, improvement areas, problem-solving skills, features/capabilities improvement needs, shortcomings and more. Vendor feedback from an individual customer is never directly attributed. Customer inputs are anonymized, aggregated and applied during each scoring cycle.

Entries are manually reviewed and validated by the SolutionMap team, who verify the submitter's identity (ensuring the submitter is an end user of the solutions) and whether the responses are suspicious, e.g., extreme scoring throughout the survey that is out of line with the average for that provider.

Escalation

If a vendor believes its solution's functionality or capability has been incorrectly scored, they may counter by providing information (i.e., product release information, not sales materials) and supporting demos as required. Analysts are always willing to consider such materials and attend additional demo sessions. However, they will only adjust scores for proven functionality or capability.

To escalate concerns, contact your assigned analyst or RFI administrators in writing:

– Clearly state your concerns.
– Provide factual supporting information.

Your contact will follow up to address your concerns directly.

If disagreement remains after the initial escalation, you can request further escalation to a member of the executive team who will decide if the disagreement warrants further action. Escalations at this level focus on process, fairness, or methodology concerns. The analyst team may also decline the request, upon which the research is considered final.

Participation parameters

SolutionMap has a reputation for giving the most in-depth, independent, data-driven, and objective reviews of technology providers in the procurement and supply chain management realm.

- Vendors can freely request a review with Solution Intelligence analysts and enter the SolutionMap assessment process if the analysts determine that they fit required criteria.

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- Solution Intelligence analysts validate the solution functionality of a vendor comparing underlying platform capabilities, solution-specific and differentiating elements against a standardized scoring scale. Scores and all supporting materials are submitted via the SolutionMap proprietary scoring portal, dynamically collecting all entries in the master database.

- If a vendor chooses not to participate in the SolutionMap technology assessment RFI process but is deemed a relevant market player, analysts may score the vendor based on technology demos provided by a third party (e.g., an implementation organization) and other sources (i.e. public sources, investors, the press, case studies and social media). This is indicated clearly in any published materials.

- If a vendor's self-score RFI inputs differ from capabilities displayed during the demonstration and other primary inputs (e.g., qualitative answers to RFI questions), Solution Intelligence reserves the right to adjust scores to match the scoring scale.
- Vendors cannot ever purchase favorable or unfavorable scores or rankings.
- RFI components, scoring scales and methodology are transparent and determined before issuing an RFI.

- Full-length demonstrations of solutions are required.

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