



# PROCURATED

Colorado Presentation

November 6, 2024



# Colorado Procurated Canary Goals

- ❑ **Augment existing business review process**
  - ❑ **Gain visibility on how their contract end users feel about suppliers**
  - ❑ **Give agency end users a voice/easy mechanism to share their feedback on suppliers**
  - ❑ **Be more proactive in sharing feedback with suppliers/improve relationships and communication with your top suppliers**
  - ❑ **Expand feedback mechanism to local governments across state who use Price Agreements**
- 



# Why do reviews matter?

- Reviews give a voice to your end users - the experts in supplier performance – and enable Contract Managers to support them proactively.
- Reviews provide direct feedback for your suppliers – no more anecdotal feedback.
- Aggregated performance data (reviews) can help identify performance issues early.

Reviews are the **fuel** that power **Canary!**



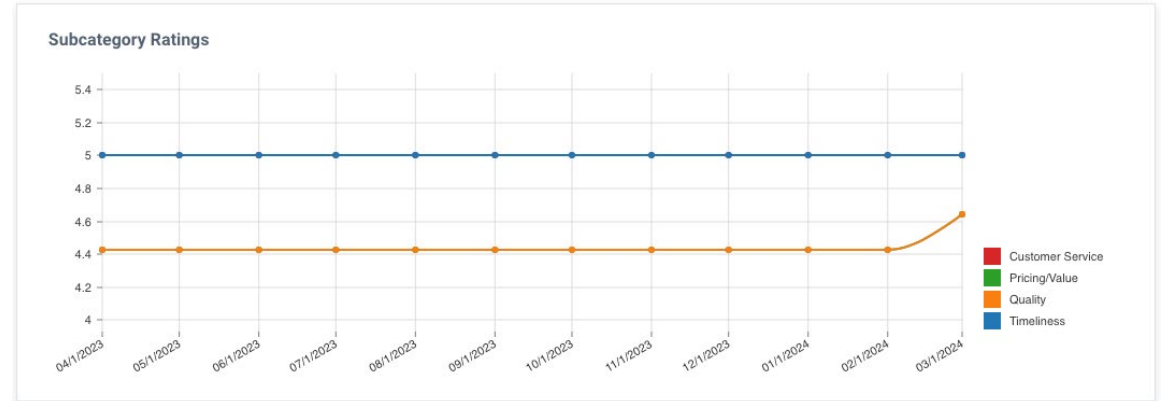
To get the most out of Canary-powered business reviews, your goal is:

20 Reviews

- Per Supplier

- Per Business Review / Time Period

## Canary with 5 reviews



## Canary with 20 reviews



- More reviews = Deeper insight
- More reviews help you to see patterns of positive and negative performance – and identify trends

# Canary Demo



# Tactics: How Do We Get a “Critical Mass” of Reviews?

- **Agency Driven**
- **Procurated Driven**
- **Supplier Driven**



<https://go.procurated.com/colorado/>

# Landing Page

For all **Canary** partners, Procurated will work with your team to create a custom landing page. This **shareable resource** provides links for your end users to review every supplier.



Include this landing page link on your intranet, contract pages, and anywhere your end users engage with procurement. You can also include the link in your email signatures!

# How to Write a Review

## Write a Review

### Supplier Business Name

Carahsoft Technology Corp



### Contract

[Remove Contract](#)

#### Contract Vehicle

OD Statewide

#### Contract

Cloud Solutions

### What is their Overall Rating? ⓘ



### Review ⓘ

Add any additional comments to expand on the ratings you provided above.

Write a review of your experience with this supplier.

- What did you buy and how was the service?
- What should others know when working with this business?

### Privacy Settings

Display my name with this review ⓘ

Make my review visible to the supplier ⓘ

By clicking submit, you're agreeing to our [terms of service](#)

SUBMIT REVIEW

## Thank you for your review!

[Go Back](#)

We're processing your review and will send you a confirmation email when it is posted.

Make your review of **G.A. Bianco and Sons** even more valuable to the community by adding the following details:

### Overall, how likely are you to recommend this supplier to another buyer?



Not Likely

Extremely Likely

### Rating by Category

Customer Service

- Did the supplier provide appropriate service and/or technical support as needed for the products or services you procured?
- How was their responsiveness to your inquiries (email, phone, emergencies)?

Pricing/Value

- Did the invoice price match the pricing in the contract?
- Was all required documentation provided with orders/invoices?
- Was the billing process accurate and timely?

Quality

- Did the goods or services delivered meet or exceed your expectations and the specifications outlined in the contract?

Timeliness

- Did the supplier meet all agreed-upon deadlines and deliver the final product or services on time?
- Did they meet scheduled project milestones/deliverables?

### Review

Add any additional comments to expand on the ratings you provided above.

Write a review of your experience with this supplier.

- What did you buy and how was the service?
- What should others know when working with this business?

SUBMIT REVIEW





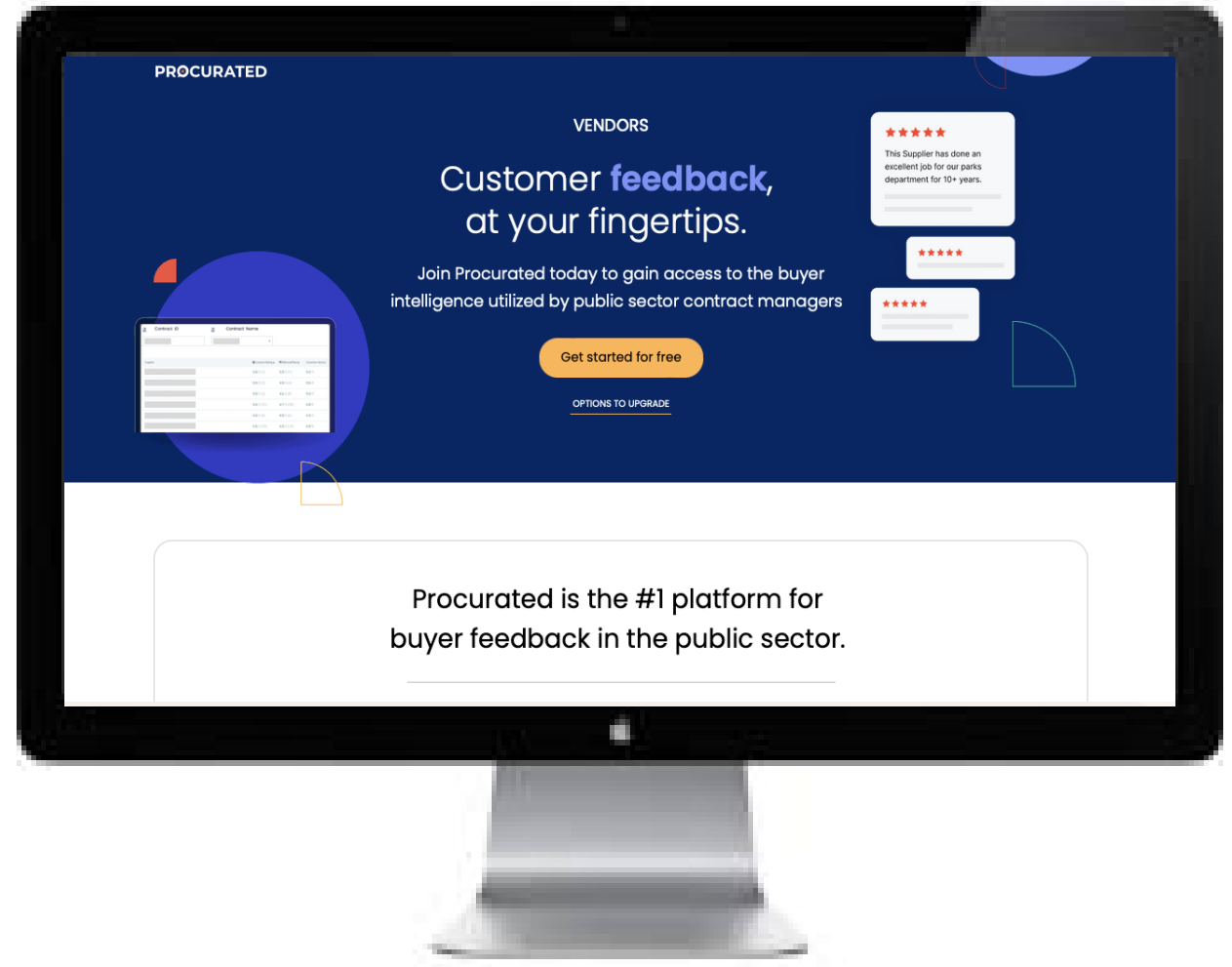
# Direct Phone Reviews

- Your agency shares spend data with Procurated with Requisitioner and Receiver/Ship To contact information.
- Your agency emails end users to announce the partnership with Procurated and to tell them to expect a call.
- Our team calls your end users for reviews.
- End users share their feedback over the phone, and we transcribe it and publish as a review on Procurated.



Procurated's phone review efforts will be useful in getting your agency a baseline understanding of performance. To get the most out of Canary after launch, phone review collection should be considered supplemental to your direct review-gathering efforts.

From customizing their profile to getting their own custom review links, Procurated gives suppliers additional resources to **boost review gathering**. Be sure to send them to our [supplier resources page](#).





**PROCURATED**