

Leading financial institution adopts modern, fully digital RFX



Home Trust



A scalable, agile RFX solution matches potential new business goals for one of the premier financial services institutions in Canada.

Scanmarket's eRFX (now Unit4 S2C) platform allowed Home Trust to quickly and painlessly move from an outdated, traditional RFX process to a modern, fully digital one. This not only saves time, but also improves communications with their vendors and increases procurement efficiency, resulting in a more transparent, replicable and fair sourcing process.

- Templates replicate the RFX process time after time
- Shares a single source of information with vendors
- Increases overall team productivity

Moving towards a digital future

Home Trust Group is one of Canada's leading mortgage and home loan providers. Based in Toronto and founded in 1977, the company launched with a philosophy that centered on helping Canadians achieve their financial goals. Home Trust has expanded and grown to become one of the premier financial services institutions in Canada.

The digital transformation that virtually all organizations went through since early 2020, was largely driven by the COVID pandemic, not the CIO. Most organizations were tiptoeing around the digital changes till COVID pushed them right into it.

According to Sanja Cancar-Todorovic, Head of Enterprise Procurement, Outsourcing and Vendor Management with Home Trust Group, "It is amazing to see how much things have changed! As part of this change, having a modern agile solution that allows for quick shifts to meet new goals and objectives, was something that Scanmarket [now part of Unit4] delivered on!"

Improved productivity, shared source of information

Since Home Trust implemented the Scanmark (now part of Unit4) solution, they have seen a drastic increase in overall team productivity thanks to a

Industry

Financial Services

Location

Toronto, Canada

Size

Approx. 1,000 employees

Product

Unit4 Source-to-contract by Scanmarket (S2C)

Challenges

Home Trust's Enterprise Procurement, Outsourcing and Vendor Management team were more traditional in their approach to RFX, which included mainly manual work from preparing and publishing, to managing communications throughout the process. This proved inefficient and prone to human error, on both the buyer and the vendor side of the transaction.

Key metrics



**FAST
IMPLEMENTATION**

Took days,
not weeks

100%

**FULL
ADOPTION**

Team achieved 100%
user adoption rate in
a matter of weeks

“We feel valued as more than just a customer, but more of a partner where there is reciprocal respect and a healthy flow of information to assure mutual success. I foresee using the Scanmarket [Unit4 S2C] platform for years to come and it is reassuring to know we chose a partner that is willing to grow with us and be there every step of the way.”

Sanja Cancar-Todorovic

Head of Enterprise Procurement, Outsourcing and Vendor Management, Home Trust

completely digital process. The software implementation has brought their operation into the 21st century and is saving Home Trust not only time and money with the improvement in productivity, but has also made two-way communication with their vendors more transparent.

The most important change is the ability to replicate the RFx process time after time, through templates, which removes a lot of headaches and allows the team to work at top speed, leaving additional time for more strategic work. Using S2C means that Home Trust can go to market in matter of days and not weeks.

The templates were specifically designed for Home Trust during the implementation phase to capture the most critical information consistently. With this information in place, they only need to update the technical or business requirements, and the RFx is ready for submission — drastically shortening the process. The change has not only benefited Home Trust, but their vendors have also commented that the platform makes working together easier by sharing a single source of information. This allows both entities to use version control as opposed to sending document revisions back and forth via email, leading to a streamlined and transparent process.

A scalable, agile solution

Several parameters differentiated Scanmarket (now part of Unit4) from other vendors, and Home Trust chose Scanmarket as their software supplier primarily because

of the customer experience. The implementation took days, not weeks. Any questions or concerns were answered quickly, and the team and their vendors received training and full support, post implementation. The team achieved a 100% user adoption rate in a matter of weeks. A dedicated customer success manager is available to resolve issues quickly.

Home Trust is now in year one of their post-procurement digital transformation and is extremely pleased with the progress thus far. The organization has laid a

good foundation for their digital transformation, with the opportunity for future growth using a scalable, agile solution to match potential new business goals.

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