

Who they are:

Ravenswood Solutions, a wholly owned subsidiary of SRI International, provides government agencies and commercial clients with technology and services for collective training, test and evaluation, and policy analysis exercises. Their field-proven packages include high fidelity instrumentation, realistic training effects, and turnkey support services that are customized for each client.

Born in Silicon Valley, Ravenswood leverages more than 20 years of experience in providing technology insertion, training support, and sustainment services. This heritage of world-class technology and dedication to customers has led the company to be the leading provider of mobile instrumented training and performance assessment for military ground troops and other security forces. The combination of an eclectic portfolio of offerings and the regulatory overhead that comes with providing services to governments means that effective supplier management is critically important to Ravenswood's success.



"Vendorful was the platform we needed for the digital transformation of our vendor evaluation process. Not only have our ISO audits been a breeze, the shift from manual to automated has allowed our team to focus on driving more strategic value rather than digging through Excel files."

- Ernesto Lozano Jr., Senior Buyer



Challenges:

To meet compliance requirements, Ravenswood instituted a comprehensive evaluation process of all suppliers that exceeded a predetermined spend threshold. Upon generating the list, a team of people compiled a list of relevant stakeholders and kicked off the evaluation process, which was built on top of spreadsheets and email. The good news? They were able to collect the data they needed. The bad news? The only way to do this at the required scale necessitated a significant time and resource pull.

Imagine sending spreadsheet-based supplier surveys thousands of times via 1-on-1 via emails, knowing that when the responses come back, a massive manual data compilation process awaits. Not only is it inefficient for strategic players in their organization to spend significant time painstakingly aggregating data, the process makes it difficult to keep track of progress, challenging to deliver the results in a presentable and actionable format, and results in a record retention problem.

Initial Needs:

- Easy identification of vendors that exceed the spend threshold.
- Automation of data collection.
- Making the data presentable and actionable.
- Digital archive of current and historical vendor scorecards.

What we did:

Vendorful got to work

- Ravenswood subscribed to our Vendor Management and Performance modules.
- We assisted Ravenswood with migrating their existing evaluation forms using our web-based survey builder.
- Our team imported their full vendor master data set into Vendorful.
- We trained their core users and made custom training videos for ongoing reference.
- Within weeks of contract signing, they had migrated their scorecard process entirely to Vendorful.



Discovered Needs:

- Digitizing paper-based supplier onboarding.
- Classifying and tracking spend data and associating that with vendor records.
- ISO certification – Vendorful became the backbone of their certification processes.
- Compliance with Federal Regulations – particularly spend reporting.
- Presenting spend data to management.



Benefits:

- Ravenswood was able to redeploy 3 full-time headcount to other operational roles rather than vendor evaluations.
- The total time taken for a single Vendor evaluation was cut by 9X – that's right, a 7-hour process became a 40-minute process.
- Data was automatically carried forward from year to year.
- Transparency was created throughout the organization and all evaluations were standardized.
- Ravenswood can work with underperforming vendors to improve performance and save money, based on vendor scores and indexing.
- Their processes became more standardized, transparent and well-documented, drastically reducing the time and effort that goes into their annual ISO audit preparation.
- Ravenswood has been able to automate their new vendor onboarding process, reducing time by over 75%.

WINS:

- + 4-person process reduced to 1-person process.
- + End-to-end vendor evaluation fell from 7 hours to 40 minutes.
- + Rave reviews – and passing marks – from ISO auditors.



David Wadler
Co-Founder/CRO