## Buy to Pay Planning

### Vision

To deliver a buying and paying experience that promotes a culture of effective and efficient spending, while maintaining compliance with relevant regulations.

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Key Performance Indicators</th>
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| 1. Vendor analysis and product recommendation that provides:  
  a. Seamless electronic processing of orders and payments with speed and accuracy  
  b. Real-time visibility and control over departmental spend via alerts, dashboards, metrics, and robust reporting  
  c. Multi-channel applications (e.g., mobile, desktop, etc.)  
  2. Outreach across the University to gather business requirements  
  3. Alignment on business policies and procedures across the university  
  4. Drive savings through increased spend under contract  
  5. Provide easier way to find the needed products and services at the best price, all in one place  
  6. Create ROI business case and identify ongoing success factors and key performance indicators to ensure achievement of goals and objectives  
  7. Scalable implementation plan that is able to be leveraged across the university  
  8. Identify and deliver a few HCOM enhancements prioritized by the user groups | Planning Phase KPIs: (to be refined during planning phase)  
  1. 80% alignment and participation of schools and local units in: requirements gathering; signoff on business and procedural policy; implementation/pilot participation  
  2. # of critical success factors identified for the implementation  
  3. # of metrics defined to measure success for the implementation project  
  Implementation Phase KPIs: (to be defined during the planning phase)  
  1. Amount of spend associated with negotiated contracts and preferred suppliers  
  2. % capture of early payment discounts  
  3. Dollar value of available and realized early payment discounts  
  4. % of invoices that are electronic  
  5. % of after-the-fact payment requests |

### Guiding Principles

- Focus on policy and process before technology.  
- Challenge current state assumptions and practices.  
- Look for quick wins and opportunities.  
- Incorporate industry standard best practices during decision-making and implementation.  
- Deliver an improved user experience  
- Make it easier for community members to follow policies and be compliant  
- Configurable system with limited customizations to the extent possible.  
- Establish a robust project governance structure with university-wide representation.  
- Support HUIT objective of SaaS for applications.  
- Effectively manage change with a focus on stakeholder engagement and thorough impact analysis to support end user adoption.