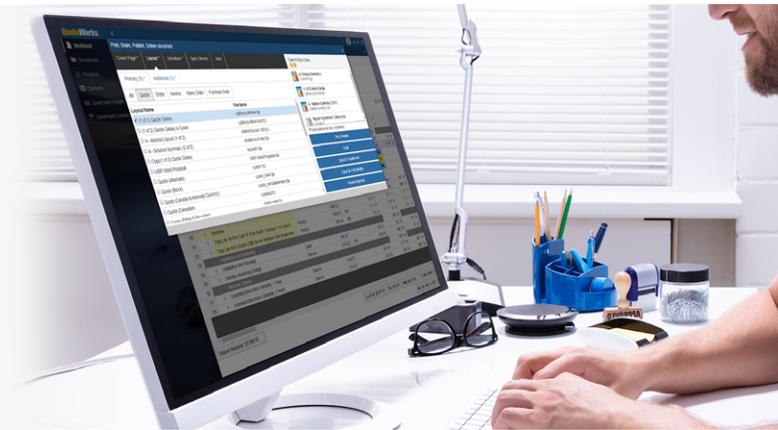


# CPQ: Onepath's Strategy for Procurement



## Overview



### Client

Onepath is a managed service provider (MSP) that provides on-site wiring, networking, phones, security, fire alarms, and business process outsourcing.



### Challenge

Like many MSPs, they've had challenges with their supply chain, including hardware availability and pricing.



### Solution

They use QuoteWerks to know which companies have products in stock so they can get the best price.



### Results

With QuoteWerks, Onepath can look at pricing and availability across multiple suppliers.



Product availability has become a challenge for many MSPs (managed service providers), and Onepath is no exception. According to Hank Wilkinson, Director of Procurement at Onepath, it's improving, but with supply chains being an absolute mess, it's been difficult.

Onepath recently had a client who wanted \$80,000 in laptops. Their challenge was product availability. Wilkinson presented the client with three options for laptops. Unfortunately, the client picked an option that was available two days ago, but was now out of stock.

Wilkinson quickly found another model within 10 minutes that was slightly more expensive, so he contacted the client and got the approval for the more expensive model that had availability.

The next morning, availability changed again. Wilkinson was able to get a lower-priced model from another vendor that received inventory that morning in their California warehouse.

## Availability at Your Fingertips

With QuoteWerks, Onepath has set up four major IT suppliers. They receive real-time feeds based on what each vendor has available.

According to Wilkinson, "I will take a slightly higher price if I can cut two days of shipping time off of something to get it to a client faster." Using QuoteWerks, Onepath can see availability and be more reactive to their client's needs.

"It's the real-time availability of things I'm getting, looking at what's there, that has been a huge assistance to us," says Wilkinson.

# QuoteWerks Features



Real-Time Availability



Procurement Processing



Genuine Customer  
Support



*I would say that the development team is involved a great deal in their product. This includes a wonderful forum where users can suggest ideas, and people in the user community can comment and provide feedback and up-vote those features.*

— Hank Wilkinson

With QuoteWerks, Onepath can look at pricing and availability across multiple suppliers. They're able to negotiate higher margins on the products they sell by viewing what other vendors have in stock. This is where CPQP comes into play.

## Advancing Procurement With CPQP

Wilkinson says that one of the killer features of QuoteWerks is not just CPQ, which stands for configure, price, and quote, but CPQP. According to Wilkinson, the last P (procurement) is not 100% unique to QuoteWerks, but it makes all the difference. It allows Onepath to take CPQ one step further. When a sales opportunity or proposal is turned over from the sales team, it gets booked and goes to procurement.

This allows procurement to send the orders over to the suppliers electronically. Procurement can then pivot products to different suppliers based on what vendors have available in each warehouse. This has been a game-changer for Onepath.

## Improving Efficiency With Integration

Onepath needed an easy-to-use system in which they were not copying and pasting between a supplier website and their homegrown platform, Atlas, when delivering pricing to their clients.

While Atlas met some of their needs, the ability to get pricing to clients was not simple. Atlas does not have real-time feeds from suppliers, so they couldn't put together a branded quote that looked beautiful and that tied into a branded website.

While it is possible to expand Atlas, Wilkinson wanted something fast that their development team didn't have to build and maintain in-house. Using QuoteWerks, Onepath can put together pricing quickly. It allows procurement to see what's available, including pricing and availability, across different suppliers..

## Up Close and Personal With Support

Wilkinson has used QuoteWerks for seven years across four companies. He believes QuoteWerks is the best long-term play for multiple reasons. "I would say that the development team is involved a great deal in their product. This includes a wonderful forum where users can suggest ideas, and people in the user community can comment and provide feedback and up-vote those features," says Wilkinson.



*For me, I just think it's a wonderful platform overall. It came out of the IT industry in supporting the IT industry, but I've been pushing them to look at how QuoteWerks can be used in other areas, in other industries*

— Hank Wilkinson



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Aspire Technologies

Wilkinson likes attending the user conference each year, where they have a session in which users can suggest new features for the software. The developers listen to the clients to understand what the use case is and how to apply the feature request in a way that impacts the majority of the clients, which is not easy to do.

Wilkinson has built a solid relationship with the support team over the past six years. He says they do a fantastic job of supporting general client needs. If there is something that needs to be customized, consultants can assist with that, which is another beautiful thing about the product.

“For me, I just think it’s a wonderful platform overall. It came out of the IT industry in supporting the IT industry, but I’ve been pushing them to look at how QuoteWerks can be used in other areas, in other industries,” says Wilkinson.

## About Onepath

Onepath is a regional managed service provider (MSP) based in Atlanta that operates across the east coast of North America. In addition to being a managed service provider, they also provide wiring, networking, phones, security, and fire alarms. What’s more, they offer business process outsourcing for companies like Lockheed Martin.