



JAGGAER

tbr THE COLLEGE SYSTEM
of TENNESSEE

October 11, 2017

jaggaer.com

Agenda

- JAGGAER – What's New
- Agreement Update
- Customer Support Model/Escalation Path
- Upcoming Events
- Open Discussion

New Owners, New Management

NASDAQ SQR



\$4B invested in software/tech companies
100 companies in 15 year history



ROBERT BONAVIDO

CEO



ZIA ZAHIRI

CTO



JIM BUREAU

SVP Sales

New Branding



sciQuest®

sciQUEST

JAGGAER



Simply Comprehensive Spend Solutions

JAGGAER

Vertical Focus



Education



Healthcare



Life Sciences



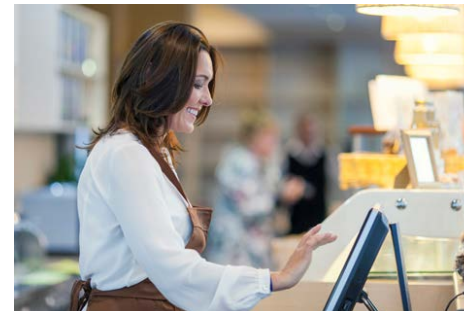
Public Sector



Manufacturing



Distribution



Retail



Consumer Packaged Goods

TWO LEADERS ARE JOINING FORCES



- 22+ years of leadership in spend management
- 600+ customers
- #1 SaaS vendor for Higher Education
- #1 SaaS vendor for Pharma



- The Leader in Direct procurement
- 300+ customers
- Strong presence in Europe
- Unparalleled SAP ERP integration
- Top vendor for Discrete Manufacturing

Customers

- 900+ customers across all verticals.
- 65 Billion Annual Spend
- 2 Million Suppliers
- 2.5 Million Users
- Powering savings for the world's most recognized brands.

HEALTHCARE



HIGHER EDUCATION



COMMERCIAL



STATE & LOCAL GOV'T



New Agreement

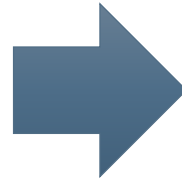
JAGGAER 

eProcurement

OLD

Spend Director - Add On Modules
Separate

- Contract Compliance Tracker (SWTCC & TN Tech)
- Requisition Manager
- Order Manager
- Catalog Content
- Supplier Packs (basic, premium, science catalog, E&I catalog)



NEW

Spend Director Unlimited – Add On Modules
Included

- Contract Compliance Tracker (Services Required to Implement)
- Requisition Manager
- Order Manager
- ***NEW* Unlimited Catalog Content (Supplier enablements)**
 - ✓ Add suppliers without the need to swap or reset supplier licenses
 - ✓ No need to track premium, basic and consortium licenses.
 - ✓ Opportunity to increase the volume of enabled suppliers.
 - ✓ Drive spend with preferred suppliers and achieve contract compliance.

JAGGAER UNIVERSITY

Each entity receives four (4) memberships to JAGGAER University

- Ongoing product education through live and on-demand training options.
- Combine practical product knowledge with best practices
- Training for both new and experienced users.
- Over 50 classes available - hands-on activities, training curriculum, and access to the JAGGAER Training Environment.

Simple Registration Process:

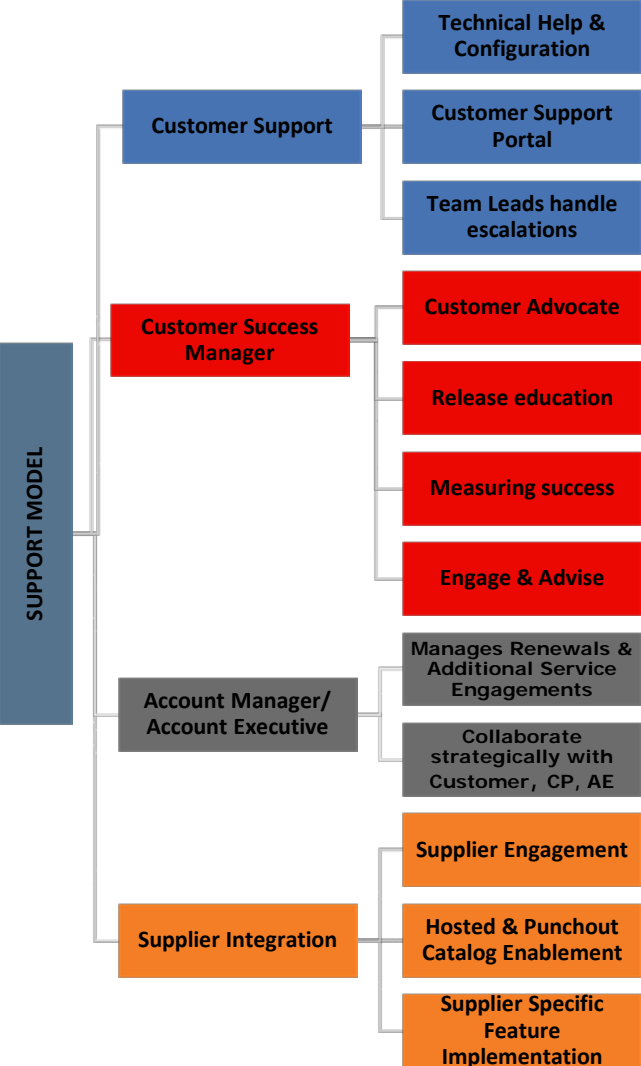
1. Identify the users who will receive the license
2. Send Organization Name, Individual name, Email Address to training@jaggaer.com.
3. Receive confirmation message from the JAGGAER University with a code to finish setting up your account.

Once set up you can register for any virtual teacher led class or view any of the eLearning content that's been built out.

Customer Support

JAGGAER 

Customer Support Model



Support Escalation/Hours

Customer Support

Supplier Support

ASO, Sourcing Director, TSM

ePro, TCM, Contract Director, SIMS, PSM

24/5 (English)
Danish, Dutch, French, German, Italian, Polish, Spanish
(8am-5pm GMT)
European Business Hours

4am -8pm ET
(English)

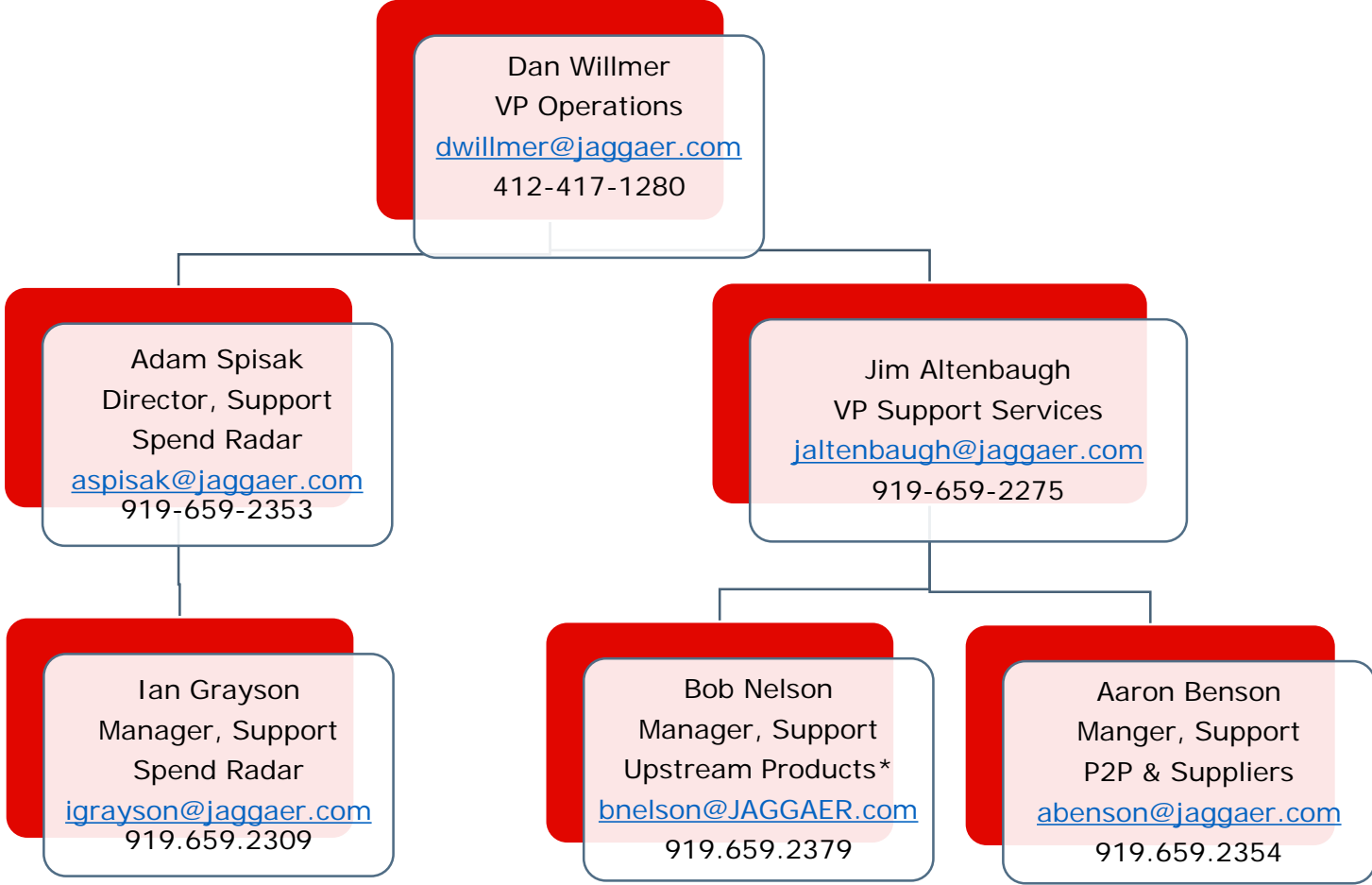
24/5 (English)
French, German, Italian, Polish, Spanish
(8am-5pm GMT)
European Business Hours

24/5 (English)
French, German, Italian, Polish, Spanish
(8am-5pm GMT)
European Business Hours

Emergency (After Hours) Customer Support (Severity 1 incidents) Available 24/7/365:

- Always submit Severity 1 incidents via the Solutions Portal, if possible
- Call 800-233-1121 follow prompts for on-call Emergency Contact

JAGGAER Support Management



Support Escalation Path

Team Lead

Manager

VP

Cloudy Hurley
churley@jaggaer.com

Aaron Benson
abenson@jaggaer.com

Jim Altenbaugh
jaltenbaugh@sciquest.com

Customer Support

■ **Types of support JAGGAER assists with:**

- **Business Analysis, Training and Best Practices:**

- Product capability and research questions
- Administration best practices
- New Release technical troubleshooting and functionality

- **Restricted Configuration Changes:**

- Static Workflow Configuration (non-ADW)
- cXML Document Format changes
- Integration Configuration Changes (URL, Certificate, Credentials, IP addresses)
- "Spy Guy" restricted pages and attributes (attachment removal, supplier decimal limitations, new country codes, etc.)

- **Application and Integration issues:**

- Research, troubleshoot and resolve reported application issues related to customer configuration (such as workflow, document configurations, forms, AP Matching Rules, etc.)
- Recreate any reported software errors or defects and submit Jira Ticket for Development to resolve
- Identify Feature Requests reported as defects and provide guidance for submitting Feature Request
- Work with customers, suppliers, Development and webMethods teams to resolve integration failures, upgrades or reported issues (ERP integrations such as PO, Invoice export; Supplier integrations such as Punchout, Invoice import, etc.)

Customer Support

■ Types of support Customer Administrators handle:

- **Support their internal users:**
 - Application usage and end-user how to questions
 - User requests such as password resets, adding new users
- **Site Administration:**
 - Manage forms, shopping related configurations and custom fields
 - Non-restricted Application Configuration Changes (Including Document Layout Configurations)
 - Add and updated Advanced Dynamic Workflow (ADW) rules, AP Matching Rules, Approvers, etc.
 - Update Address details, System Email configurations
 - User Roles and system permissions
 - Order distribution and export error queues
- **Suppliers and Catalogs:**
 - Monitor and approve Hosted Catalog Price Files
 - Maintain working relationship with Integrated Suppliers to have awareness of system maintenance and Punchout site updates, etc.
- **Customer's ERP systems:**
 - JAGGAER Support does not maintain Customer's ERP systems and we rely on the customer to provide that expertise and troubleshooting capability

Supplier Support (What We Do)

Dedicated to providing technical product support to supplier users of JAGGAER applications via:

- [Online Help Form](#)
- Phone: 800-233-1121
 - Option 2 reaches supplier support for SelectSite

Supplier Support is focused on providing technical support to supplier users of JAGGAER products.

Any business questions your suppliers may have must be directed to your own, in-house support teams.

While we can assist your suppliers with the usage of JAGGAER products, you do own the relationships with your suppliers and are expected to keep open lines of communication with them.

Examples of Supplier Support

- Support we are able to assist with:
 - Login and Password issues
 - Supplier is receiving error page
 - Supplier needs assistance accessing sourcing event that they have been invited to participate in
 - Show supplier how to select NAICS or Commodity code on the registration
 - Advise how to generate the W-9 Document and provide steps to upload into registration
 - Walk suppliers through how to add a required contact or address field
 - We can also provide further information on how to navigate the JAGGAER portal and different features

- Questions that we must direct to customer:
 - JAGGAER cannot assist with any type of business related question. This includes if a supplier has a question regarding how to fill out a certain section of the registration or what type of information the customer is looking for in a specific field
 - JAGGAER cannot manually invite the supplier when they receive a duplicate check error message
 - JAGGAER cannot advise which NAICS or Commodity code would be the right selection for their company
 - JAGGAER cannot upload tax document or filling out W-9 for the Supplier
 - JAGGAER cannot advise if the supplier's company qualifies as a diverse company
 - JAGGAER cannot advise what type of insurance documentation a customer requires
 - JAGGAER cannot advise the status of a supplier's registration other than if it is complete or incomplete

Response and Resolution Targets

<p>Severity 1: Any catastrophic error that results in the JAGGAER Application being totally or partially inoperative, including, but not limited to, total system failure, loss of major functionality, data corruption, or a processing of functions and processes so slow as to render the product unusable, or any Severity 2 error where a reasonable alternative work process cannot be established.</p>	<p>Initial response within 1 hour</p> <p>Solution or action plan delivered both orally and in writing within 8 hours after receipt of the problem report.</p> <p>Examples: Production Site is Down, Serious performance issues, Users are unable to get in to the site</p>
<p>Severity 2: Any high impact error that results in the usability of the product being restricted and for which a reasonable alternative work process can be established. JAGGAER Application is disrupted, but there is some capacity to operate and conduct transactions</p>	<p>Initial response within 4 business hours</p> <p>Solution or action plan to be delivered orally or in writing within 2 business days after receipt of the problem report.</p> <p>Examples: Export or Import integrations not working, Orders are not distributing</p>
<p>Severity 3: Client has experienced a partial, non-critical loss of functionality. Any error wherein one or more functions do not operate optimally but where the impact on functionality and/or usability is agreed by Client and JAGGAER to be minor and result in a mutually acceptable disruption to Client's workflow processes.</p>	<p>Initial response within 1 business day</p> <p>Solution or action plan to be delivered orally or in writing within 3 business days after receipt of the problem report</p> <p>Examples: Punch-out is not accessible (Supplier's issue), Integration issues on a single document.</p>
<p>Severity 4: Any error that cannot be categorized as belonging to any higher severity level, including, but not limited to, a cosmetic or documentation error. No affect on functionality. Change is desired solely for aesthetic and "look and feel" reasons</p>	<p>Initial response within 1-2 business days</p> <p>Solution or action plan to be delivered orally or in writing within 5 business days.</p> <p>Examples: Commonly "how to" questions, or questions on functionalities</p>

JAGGAER Knowledge Resources

- Online Documentation – Official product documentation prepared by our documentation team
- 1 – Via Admin Dashboard

The screenshot displays the JAGGAER Admin Dashboard with several key sections highlighted in red boxes:

- PO Approvals:** Includes links to access the approvals page, My PO Approvals (Active (0), Pending (0)), and PO Approval Outbox.
- Invoice Approvals:** Includes links to access the approvals page, My Invoice Approvals (Active (0), Pending (0)), and Invoice Approval Outbox.
- Online Searchable Help:** Features a search bar with a magnifying glass icon and a link to "Browse the Table of Contents".
- Access Printed Handbooks:** Includes a "Select a Product..." dropdown menu with the following options: Basics Handbook, Shopping Handbook, Supplies Manager Handbook, Accounts Payable Handbook, Total Supplier Manager Handbook, Sourcing Director Handbook, and Contract Lifecycle Management Handbook.

Other visible dashboard elements include:

- Left Sidebar:** My Sales Orders, Stockroom Processing (0), Pricing Files (4), User Registrations (0), Search Results Exports (0 Completed), admin import/export (Pending (0), Completed (0), Error (0)).
- Bottom Left:** My Resources, Product Release Library, Terms and Conditions.
- Top Right:** Usage reports, Spend analysis reports, Document Search (PO, PR, Invoice, etc), color themes, Custom field setup, System settings (number wheel, images, integration settings).
- Center:** Search For A Solution, Solutions Knowledge Base, Search for an answer, review, FAQ's and report incidents, Search Now, Submit an Incident.
- Right Side:** Get ready for the next Product Release, Get Help From Your Peers, View Recorded Demos.

JAGGAER Knowledge Resources

- 2 – Via User Profile shortcut

The screenshot shows the JAGGAER Knowledge Resources user interface. At the top, there is a search bar with the text "Search Help For A Solution > help". Below this, a status bar displays technical information: "JVM: neo | DB: SCILIVE | Request ID: 1471423793633592 | Elapsed time: 5ms | Total stmt time: 3ms | Total stmt execs: 7 | Last Build: 8/10/2016 9:34 AM - Apps_16_2_20160811 | Banner Refresh: 300s".

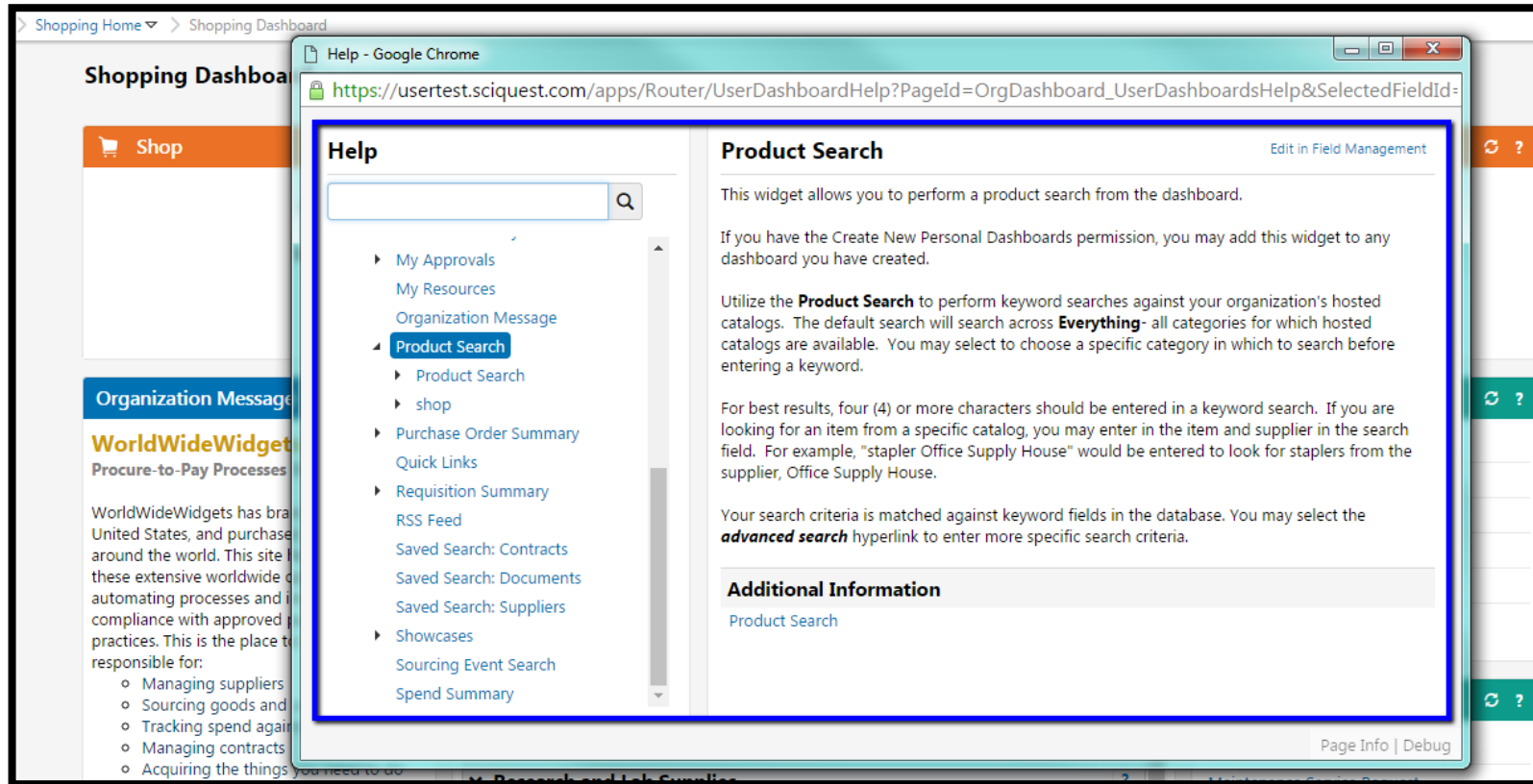
The main content area is titled "Search For A Solution" and is divided into several sections:

- Online Searchable Help:** This section is highlighted with a red box. It contains a search input field labeled "Search Now" with a magnifying glass icon, a link "Browse the Table of Contents", and a section titled "Access Printed Handbooks" with a dropdown menu labeled "Select a Product...". A red arrow points to this section from the right.
- Supplier Enablement:** This section includes the text "Learn all about the process for enabling new suppliers" and a link "Supplier Enablement Process Overview".
- Get ready for the next Product Release:** This section includes the text "Learn about upcoming and previous product releases, including events, dates, and feature details." and a link "Access the Product Release Library".
- Get Help From Your Peers:** This section includes the text "Access the SciQuest forums for help and advice from your peers" and a link "Login or Register".
- View Recorded Demos:** This section includes a link "View end user training snippets".

A vertical navigation bar on the left side of the interface contains various icons for navigation and user actions.

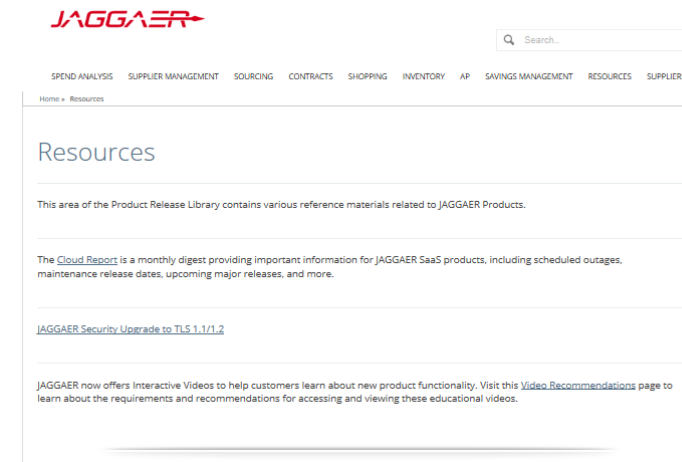
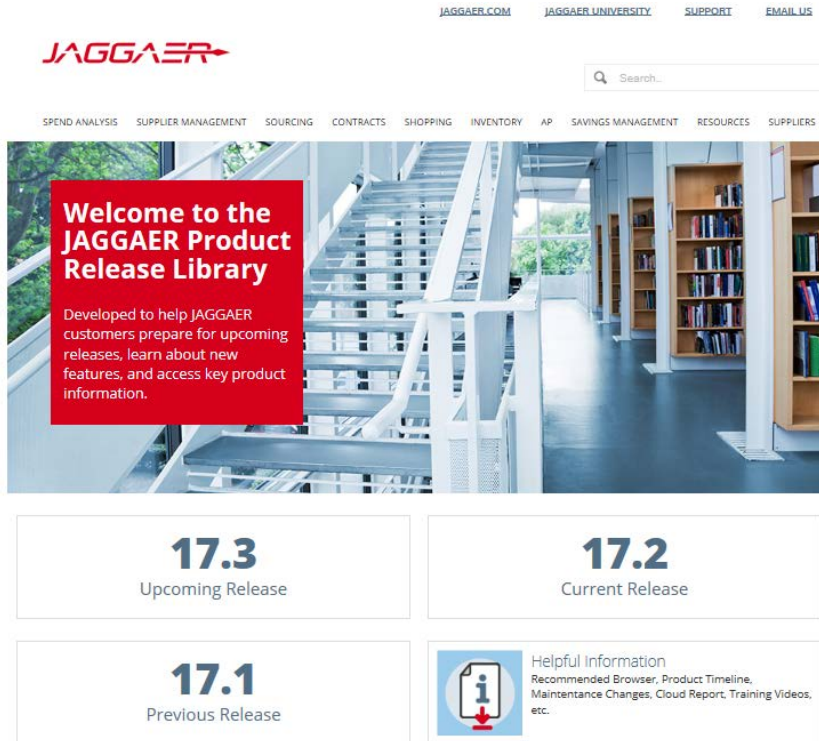
JAGGAER Knowledge Resources

- In Context Help – Useful information available within the page or section that you are at



JAGGAER Knowledge Resources

- [Jaggaer Library](#) - Contains access to the Cloud Report, Release Notes, Release Webinar, Preview Release Videos, Maintenance Changes



Website <http://library.JAGGAER.com>

JAGGAER Customer Support

JAGGAER Solutions Portal

- Instant 24-hour access to JAGGAER Support Portal over the Internet
- Access to searchable Knowledge Articles, also provides a link to the JAGGAER Product Release Library and Cloud Reports
- Immediate confirmation that we have received your incident
- The ability to view and track all of your incidents in a centralized location
- Different ways to access the solutions portal:
 - Via Customer Site > Admin Home > Submit Incident
 - Via www.jaggaer.com > Service & Support > Customer Support

JAGGAER Solutions Portal

- Via Customer Site > Admin Home > Submit Incident

The screenshot shows the JAGGAER Solutions Portal Admin Home page. The breadcrumb navigation at the top left is 'Administer > Administration > Admin Home > Home Admin', with 'Admin Home' highlighted by a red box. The page is divided into several sections:

- Fulfillment Approvals:** Includes a link to access the approvals page and a list of 'My Sales Orders' with 'Stockroom Processing (0)'.
- PO Approvals:** Includes a link to access the approvals page and a list of 'My PO Approvals' with 'Active (0)' and 'Pending (0)', plus a 'PO Approval Outbox'.
- Invoice Approvals:** Includes a link to access the approvals page and a list of 'My Invoice Approvals' with 'Active (0)' and 'Pending (0)', plus an 'Invoice Approval Outbox'.
- Reporting And Analysis:** Lists various reports like 'Spend Summary reports', 'Purchasing dashboard reports', 'Usage reports', 'Spend analysis reports', and 'Document Search (PO, PR, Invoice, etc)'. It also includes links for 'Terms and Conditions', 'Email Users', 'Ordering setup', 'color themes', 'Custom field setup', and 'System settings (number wheel, images, integration settings etc)'.
- Search For A Solution:** Features a 'Solutions Knowledge Base' section with a search bar and a 'Submit an Incident' link highlighted by a red box and a red arrow. Below it is an 'Online Searchable Help' section with a search bar and a 'Browse the Table of Contents' link.
- Access Printed Handbooks:** Includes a dropdown menu to 'Select a Product...'.
- Supplier Enablement:** Provides information on enabling new suppliers and a link to the 'Supplier Enablement Process Overview'.
- Get ready for the next Product Release:** Offers information on upcoming releases and a link to 'Access the Product Release Library'.
- Get Help From Your Peers:** Provides access to SciQuest forums and a link to 'Login or Register'.
- View Recorded Demos:** Offers a link to 'View end user training snippets'.

JAGGAER Solutions Portal

- Via www.jaggaer.com > Service & Support > Customer Support

JAGGAER BUSINESS SOLUTIONS SUCCESS STORIES PARTNERS SERVICE & SUPPORT

CUSTOMER SUPPORT

WE'RE READY TO HELP

We know that a day in the life of a procurement pro is rarely predictable. But whatever the day throws your way, we're here for you. Our full-service customer support model includes functional and technical support – reducing your down time and getting you back to saving. We guarantee support of our solutions throughout their entire lifecycle, so you can be confident you'll always have the help you need. Just give us a call. We're always happy to assist you and make sure any problems are resolved as quickly as possible.

+1 (800) 233-1121

Have a question? In addition to providing a quick connection to JAGGAER support, the solution portal allows you to submit product enhancement requests. Each request is tracked and considered for incorporation in future software releases.

JAGGAER SOLUTIONS PORTAL

If you would like further information, we encourage you to search our customer support database to find answers to frequently asked questions, product documentation and release notes, and links to training webinars.

CUSTOMER SUPPORT

- SUPPLIER SUPPORT
- TRAINING
- UPTIME REPORT
- JAGGAER SOLUTIONS PORTAL

JAGGAER BUSINESS SOLUTIONS SUCCESS STORIES PARTNERS SERVICE & SUPPORT

JAGGAER SOLUTIONS PORTAL

ADVANCED SOURCING OPTIMIZER SUPPORT

SUPPORT FOR
Advanced Sourcing Optimizer
Buyers and Suppliers

ASO SUPPORT

+1 (800) 233-1121 OPTION 4

SELECTSITE SUPPORT

SUPPORT FOR
Spend Director
Accounts Payable Director
Sourcing Director
Supplies Manager
Total Supplier Manager
Contract Manager Repository
Legacy SIMs

SELECTSITE SUPPORT

+1 (800) 233-1121 OPTION 1

CONTRACT DIRECTOR SUPPORT

SUPPORT FOR
Contract Director

CONTRACT DIRECTOR SUPPORT

+1 (800) 233-1121 OPTION 5

Additional Things To Know

- Application maintenance windows for SelectSite is scheduled for every other Thursday, from 08:00pm ET through 10:00pm ET
- [Sign up for the Cloud Report](#) to be automatically notified of all upcoming major release dates and other important news. Salesforce Customer Portal users are automatically signed up for this
- Case management: support representatives will close any cases for lack of response after 2 calls and 2 emails over the span of 2 weeks. You can request to reopen a case any time, or if it has been too long since the last case was closed, log a new one
- SQ Customer Support is not authorized to make changes to your production environment for any configurations that can be made through the user interface
- Requests for configuration changes that cannot be done through user interface (i.e. workflow configuration changes) must be submitted in writing and may require a change order
- Any configuration changes within your site should be done in the TEST environment first before PRODUCTION. That will help keep both environments in sync with each other
- JAGGAER provides level II support which usually requires the support analyst to do research. Customers should not have expectations that support can always offer first call resolution.

Supplier Integrations

JAGGAER 

Supplier Master Report

Site Administration / Dashboard / Admin Dashboard / Home Admin

Organization Message ?

DNT Ebuy Bulletin Board

NEW HOSTED CATALOGS AVAILABLE:

- Smith's Office Products
- Fisher Scientific

Need help? Try the following:

- Ebuy Training and Documentation
- Questions, Comments & Feature Submission

Click Here for the **Ebuy Requisitioner Training Manual**

For mc [update message]

System Messages ?

Organization space usage :
178% of total 102 MB

Review ?

- My Requisitions
- Document Search
- Draft Carts
 - Carts Assigned to me (1)

Requisition Approvals

Click here to access the approvals page

Online Support

The resources below will help you find answers to your questions. Contact your local SciQuest Customer Support.

Quick Links To Common Administrative Tasks

Managing Users

- Add new user
- Updating user information
- Managing registrations
- Updating Departments
- Updating Roles

Managing Catalogs and Suppliers

- Supplier information
- Supplier Catalog Updates
- Reviewing price files
- Manage Showcases

Reporting And Analysis

- Spend Summary reports
- Purchasing dashboard reports
- Usage reports
- Spend analysis reports
- Document Search (PO, PR, Invoice, etc)

Search For A Solution

Solutions Knowledge Base

Search for an answer, review, FAQ's and report incidents

Search Now ↗

Submit an Incident ↗

Jaggaer Supplier Master Report
An excel worksheet which includes all the suppliers within JAGGAER Supplier Network and their capabilities (hosted, punch-out, cXML PO, cXML Invoice, etc...)

Training Snippets
View interactive demonstrations of eProcurement features and common tasks.

SelectSite Basics Handbook

Shopping Handbook

Contract Lifecycle Management User Handbook

Accounts Payable User Handbook

Total Supplier Manager User Handbook

Sourcing Director User Handbook

Supplies Manager Handbook

Solutions Portal
Incident Tracking (Requires Login)

JAGGAER Supplier Master List

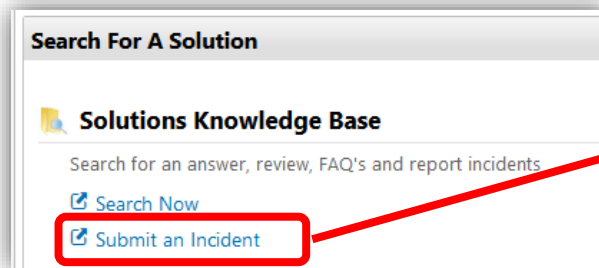
Submitting a Supplier Enablement Request

Best Practices before submitting a supplier enablement request:

1. Ensure product pricing structure has been established
2. Prepare the supplier for the upcoming project request and inform them JAGGAER will be in contact

Once ready to submit a supplier enablement request:

1. Utilize the JAGGAER Solutions Portal, which is also where you create Customer Support requests
2. Select the 'Type' as " " "
3. Within the 'Description' field, add additional information to help better define the request
 - › Request Type (Hosted, Punch-out, cXML PO, cXML Invoice, etc.)
 - Supplier Contact Information (Name, Phone Number, Email Address)
 - Other pertinent information and special requirements



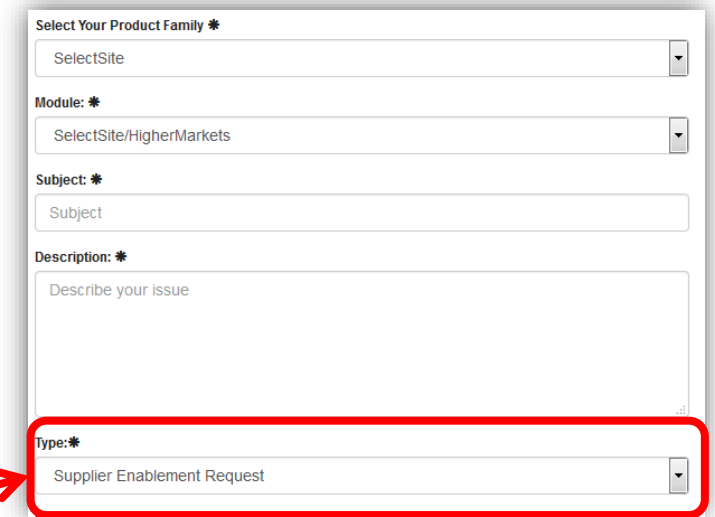
Search For A Solution

Solutions Knowledge Base

Search for an answer, review, FAQ's and report incidents

[Search Now](#)

[Submit an Incident](#)



Select Your Product Family *

SelectSite

Module: *

SelectSite/HigherMarkets

Subject: *

Subject

Description: *

Describe your issue

Type: *

Supplier Enablement Request

Supplier Integrations

	Client	Supplier	JAGGAER
Evaluate/select suppliers	✓		✓
Contact suppliers	✓		✓
Prepare and send data		✓	
Load data / test integration		✓	✓
Review / Approve / Test	✓	✓	✓

Supplier Integration Team (SI)
 Submit request via JAGGAER Solutions Portal
 Varying kick-off & go-live dates
 Case Management - 2,2,2 best practice to help manage projects
 Enablement Queue (First In / First Out)

TBR Account Team



Phillip Madden

Account Executive pmadden@jaggaer.com 919-418-7373

As Account Executive, Phillip has overall responsibility for your relationship with JAGGAER. Phillip specializes in our complete spend management value proposition and can assist you with business case development and demonstrations for any of our solutions.



Rob Christensen

Account Manager rchristensen@jaggaer.com 804-501-6245

As account manager, Rob is responsible for contract renewals, services orders, and add-on product sales. Rob specializes in our value-added solutions and can assist you with information about additional products or services

Greg Owens / Melissa King

Customer Success Managers

gowens@jaggaer.com 919-659-2380

mking@jaggaer.com 919-659-2262

JAGGAER'S Customer Success Management team works to ensure your day-to-day success with our solutions. This team specializes in helping customers understand their products and can assist you with support escalations should the need arise.

TBR Account Team

JAGGAER SUPPORT

- Contacts:

Online through JAGGAER's Solutions Portal: <https://www.jaggaer.com/service-support/jaggaer-solutions-portal/>

Phone: 1-800-233-1121 Option 1

- Hours:

Severity 1 Issues Available 7 x 24 x 365

All other issues and questions Monday through Friday, 4am to 8pm Eastern Time, except holidays

- The Solutions Portal provides the following benefits to SciQuest's customers:

- Allows the customer to submit incidents, receive updates and track the progress of an incident on a 24x7x365 basis
- Automatically assigns an Incident Tracking Number (ITN)
- Automatically notifies a Customer Support Specialist of an incident
- Provides a database of information on each software product release
- Provides access to product documentation
- Provides a database of answers to frequently asked questions, including resolutions of issues other customers have encountered

Upcoming Events



Regional User Group Meetings

- **Hosted By: Zia Zahiri, Chief Technology Officer**

North Carolina JAGGAER HQ | Morrisville, NC
November 1st, 2017

New York The New School | New York, NY November 8th, 2017

Arizona

Arizona State University | Tempe, AZ
November 15th, 2017

Registration Links:

NC RUG: <https://go.jaggaer.com/RUG2017Q4-NC.html>

NY RUG (Higher Ed Focus): <https://go.jaggaer.com/RUG2017Q4-NY.html>

NextLevel -> Rev2018



Questions/Comments

JAGGAER 