

Vendor Analysis

Ivalua

P2P solution overview, company background, platform and services overview, modules and application overview, roadmap and vision, strengths and opportunities, voice of the customer, analyst commentary and summary

By Xavier Olivera

Ivalua: Vendor Analysis

Procurement technology has evolved tremendously over the past five years, and among the many S2P platforms that truly deserve recognition, Ivalua's solution stands out as a top contender. As an analyst, I am witnessing rapid technology advances that lead me to envision a future in which procurement operations are as seamless and intuitive as managing a highly automated network. In other words, I envision a control center, much like a telecom network operations room, where every procurement process, from requisition to payment, is tracked and managed across a centralized platform. Just as telecom engineers monitor data packets, routers and signals in real-time, procurement teams could oversee the flow of funds, documents and goods with the same precision and responsiveness.

Picture a dashboard that visualizes every transaction, approval and exception as it happens, complete with alerts and AI-driven insights. This setup would allow procurement teams to address issues instantly, just like a telecom command center that identifies and resolves network disruptions. The AI would not only anticipate bottlenecks and optimize workflows but also ensure compliance, freeing teams to focus on strategic decisions.

Ivalua is one of the few providers I genuinely believe could bring this vision to life or even create something better and more fitting to add value to both Procurement and the businesses. The idea of a personalized procurement command center for each customer is thrilling — it would elevate the platform's orchestration capabilities to a new level, turning data into actionable insights instantly. But that's just my vision. For now, let's dive into this vendor analysis of Ivalua's current procure-to-pay (P2P) solution, which is one of the suite providers that has built its end-to-end solution on a single technology stack from the ground-up and one of the few that doesn't try to grow through an acquire-and-integrate approach (with the exception of Directworks, which Ivalua re-platformed to make it an integral part of the suite).

Although Ivalua does cover the entire S2P process, this analysis solely focuses on its downstream capabilities. Part 1 of this vendor analysis provides an overview of Ivalua's P2P offering including roadmap and vision. Part 2 will examine Ivalua's strengths/opportunities, cover the voice of the customer, a review of the competitive landscape and close with an analyst summary.

Here's why Ivalua Matters in the P2P space:

Ivalua: Vendor Analysis

To the market — Ivalua is a global P2P suite with deep, broad functionality across procurement. Its unified platform, with a single codebase and centralized data store, supports seamless integration and adaptability across industries like manufacturing, public sector and healthcare. Regular biannual updates keep it cutting-edge, empowering organizations to leverage automation and AI-driven processes with harmonized data.

To potential buyers — Ivalua offers a highly configurable P2P platform with advanced optimization and analytics capabilities, tailored to industry-specific needs. It supports both direct and indirect spend, making it ideal for complex, global organizations.

Company background

David Khuat-Duy drew on his experience at PwC as an SAP Senior Consultant founded Ivalua in France in 2000. Between 1996 and 1999, Khuat-Duy specialized in ERP architecture, design and implementation for international clients. David Khuat-Duy continues to serve as its CEO to this day, and Daniel Amzallag and Arnaud Khuat-Duy, other co-founders, remain integral to the company.

The aim of Ivalua's creation was to offer businesses a unified platform to manage all spending categories, enhance data quality and analytics and drive the digital transformation of procurement processes. The company's goal was to streamline procurement management and supplier relationships.

Since its inception, Ivalua has grown into a global entity. Following its Series A funding, the company received significant investment from KKR in April 2017 (\$70 million) and again in 2019 (\$60 million), with additional funding from Tiger Global Management and Ardian Growth.

Over the years, Ivalua has expanded both geographically and functionally. It has transitioned from in-house implementation to a partner-based model, evolving into a unicorn with global reach. Serving customers in over 75 countries across diverse industries, Ivalua continues to innovate and enhance its offerings.



Quick Facts: Ivalua

Founded: 2000

Headquarters: Paris (France) and Redwood City (USA). Offices in several cities in the USA, Canada, Singapore, Australia, India, France, Germany, the UK, Italy and UAE
Regions served: Global

Offices: Several cities in the US, Canada, Singapore, Australia, India, France, Germany, UK, Italy and UAE

Ownership and funding: Privately owned (Ivalua's founders, other investors)

Employees: 1,000

Revenue: \$100M–\$499.9M

Customers: 400+ leading companies and public organizations including CACI, Fannie Mae, Honeywell, Select Medical, Whirlpool, Cleveland Clinic, BNP Paribas, Crédit Agricole, Bulgari, Generali, Decathlon, Bell, Commonwealth of VA, ArcelorMittal, State of Arizona, Meritor, Flex, Volkswagen, IKEA and more

Regions covered: Global

Industries covered: All with tailored solutions and customer concentrations in: manufacturing, healthcare, financial services, public sector and construction/engineering

Partners for implementations: ~35–40 implementation partners representing close to 2,500 certified consultants worldwide. See: Ivalua Partners

Integrations:

ERP: SAP, Oracle, NetSuite, Maximo, Dynamics, PeopleSoft, JDE

Third-party data providers and applications: ABBYY, AZURE,

Transfermate, US bank, BNPP, HSBC, Conferma Pay, GRMS, TealBook,

Bureau Van Dijk, SAM.gov, e-attestation, Ellisphere, Provigis, OFAC,

EcoVadis, Sphera (ex riskmethods), D&B, Trustpair

Website: <https://www.ivalua.com>

Ivalua: Vendor Analysis

Solution overview (P2P)

Ivalua is a leading P2P suite with extensive depth and breadth across all core areas, making it a comprehensive technology suite for procurement organizations. This unified approach is essential because effective procurement performance often relies on an integrated, extensible platform rather than isolated functional modules. For real automation, RPA, guided procurement and advanced AI, a single workflow-driven platform with a centralized data store is crucial, as these technologies depend on high-quality, harmonized data.

Ivalua offers targeted functionalities for various industries, including discrete/industrial manufacturing, automotive, banking and financial services, retail, distribution, construction, oil and gas, healthcare, telecom, aerospace and defense, and the public sector. It includes pre-configured options designed to meet the specific needs of these sectors.

To keep its offerings up-to-date, Ivalua releases major product updates biannually. Each new version is supported by detailed content, such as webinars, demos, slides and release notes, which are provided to customers and partners for comprehensive information.

What sets Ivalua apart is its focus on designing applications that empower businesses with the flexibility to adapt and innovate according to their own pace and needs. This approach supports continuous improvement through built-in monitoring capabilities. For example, its workflow and business rules design engine exemplify this flexibility. Additionally, the new design environment for GenAI use cases allows organizations to create their own use cases rather than being limited to predefined scenarios. This level of self-development or self-customization is a key differentiator, enabling organizations to tailor the platform precisely to their needs without technological constraints.

Ivalua's sweet spot is global organizations with medium to high maturity levels across all industries.

Platform overview

Ivalua operates its own cloud in North America, Europe and Asia. It has multiple certifications:

Ivalua: Vendor Analysis

- ISO 9001, 14001, 27001
- SOC
- TISAX
- SSAE-18 (USA)
- ISAE-3402 (Europe)
- NIST SP 800-53
- HIPAA

The Ivalua cloud features a 'multi-instance' architecture that delivers logical single tenancy by isolating all customers' data from one another. It also means that customers can upgrade when they want (which also means that not all customers are on the same version).

Ivalua offers Progressive Web App (PWA) technology for an improved mobile experience with instant updates, easier adoption and quicker responsiveness. Users can receive notifications, take workflow actions, scan QR codes for receiving, shop and create PRs, process invoices, view analytics and more. Optional features and innovations are available via an Add-on store. These certificated capabilities are created by Ivalua and trusted partners.

In terms of globalization, Ivalua supports all currencies (via a customer-maintained exchange rate table or integration of real-time spot exchange rates) and 15 standard languages, including English, French, German, Portuguese, Spanish, Polish, Italian, Japanese, Mandarin Chinese (Simplified) and Arabic. Additional languages can be 'turned on' and translated per instance.

Different support offerings (and SLAs) can cover up to 24/7 and include English, French, Italian, Spanish, German, Portuguese, Hindi, Chinese, Mandarin, Japanese and Arabic.

Ivalua uses user-based and module-based pricing with lower-tier offerings available to companies with fewer users. There are also packaged offerings (e.g., S2C, P2P, S2P, direct sourcing, etc.).

Ivalua: Vendor Analysis

Data model

Ivalua has a single, robust and configurable data model that forms the core of its capabilities. Customers can extend it by adding tables and/or fields in an existing table to fit their specific requirements.

Ivalua has a single set of master data covering various dimensions, including supplier information, a category taxonomy, a multi-hierarchical organizational structure, geographical hierarchies and account structures.

The platform supports real-time feeds and the analysis of unlimited fields in standard data formats. The data schema accommodates diverse data types, including blobs, multimedia files and real-time feeds, offering flexibility and adaptability to modern data sources.

The out-of-the-box architecture can handle geographical, legal and organizational hierarchies and configuration options allow companies to add nodes within these hierarchies, accommodating exceptions and unique organizational structures.

Configuration management

Ivalua is one of the most configurable solutions available on the market. It is one of the first procurement suites to have no-/low-code capabilities. Administrators can autonomously tweak many aspects of Ivalua (from the user interface to integrations) and even create entirely new modules.

To do so, they have:

- A platform capability called 'design mode' that allows them to edit and develop pages (content, buttons, etc.).
- A workflow engine to design processes and steps that include approvals and integration steps.

Design mode

Design Mode, Ivalua's no-/low-code configuration capability is in its third iteration, with the latest version having brought specific enhancements to the UI. It includes several key elements that

Ivalua: Vendor Analysis



Ivalua provides robust optimization features throughout the P2P cycle. It consolidates the ordering process by managing item dispersion, enabling advanced purchase order (PO) collaboration and optimizing requisition handling... Additionally, Ivalua's Purchasing Optimization Center enhances procurement efficiency by providing a comprehensive overview of requisitions, initiating consolidated sourcing events and streamlining approval processes...

enable an administrator to structure and manage page elements — the overall page's look and feel and the active elements, such as buttons, tables or grids showing a list of objects or business rules.

Users can access a design canvas, where page controls and content arrangement grids become visible, allowing for the structuring and placing of a page's UI elements. They can add any data fields to the page as they have access to the entire data model of the application. It is also possible to manage the data model to create new fields from that screen or from the overall administration pages.

Workflows

The workflow engine in Ivalua's suite leverages an object-based approach, managing individual steps, items and elements at a granular level. A workflow is defined by key elements that drive its scope of application:

- Execution perimeter: specific levels and nodes within the customer's organizational structure.
- Object type: specific subcategories of the object that the workflow applies to (e.g. master agreement vs. local application contract)
- Categories

The workflow steps are structured and defined in a visual editor. Users have access to a canvas where they can place sequential or parallel steps (approvals, notifications, triggering of an interface) and conditions that, when met, trigger the transition to the next activity.

Integration

Ivalua's integration capabilities offer seamless connectivity to various systems and web-based business services. The integration framework is designed to empower customers, allowing them to incorporate Ivalua into their IT landscape. This is achieved by facilitating the building, testing and running of interfaces without needing third-party middleware. Including an Integration Hub further enhances the user experience by

Ivalua: Vendor Analysis

providing tools to track and monitor each connection at the transaction level.

The platform's integration covers multiple major ERP types and brands and various web-based business services. Ivalua can support multi-instance ERP integration, effectively handling data from diverse system environments. The company strongly emphasizes SAP integration, featuring a plug-and-play connector that supports SAP R/3 ECC, S/4 HANA on-premises and SAP HANA Cloud via web services.

A significant enhancement to Ivalua's integration capabilities is the provision of a documented and open API. This ensures administrators have comprehensive documentation for API calls, related parameters and potential responses. The API documentation is automatically generated from an OpenAPI file, presenting message structures in a user-friendly format as a valuable reference for configurators.

Generative AI

The core of Ivalua's GenAI capabilities is built on an independent LLM (Large Language Model) that has been fine-tuned to meet the specific needs of procurement organizations.

Ivalua has been designed to be LLM-agnostic with an orchestration layer to optimize how inputs are communicated to the LLM and how outputs or completions are provided. Customers can select the LLM they would like to use. Currently, Ivalua uses Microsoft Azure OpenAI (enterprise edition).

As mentioned, Ivalua leverages retrieval augmented generation. GenAI can process customer documents and data to provide valuable insights and recommendations based on this corpus.

Ivalua has created several use cases leveraging GenAI; these are created as add-ons and are available in the Ivalua Add-on Store.

Following its platform-level low-/no-code philosophy (see configuration above), Ivalua has integrated GenAI capabilities in customers' configuration toolbox, meaning they can build agents completing multiple and complex tasks.

They can easily customize and build their own GenAI use cases

Ivalua: Vendor Analysis

without extensive coding. Customers can use and deploy GenAI through two user experiences: the conversational interface of IVA, Ivalua's chatbot, or the design mode, which enables the creation of new application experiences.

Ivalua also designed its GenAI capabilities (including the choice of LLM they currently use) to ensure that prompts, outputs and customers' data are:

- Not available to other customers
- Not available to third-party LLM companies
- Not used to train third-party LLMs or other products/services
- Not stored anywhere other than a customer's own instance of Ivalua

Ivalua Guides

'Ivalua Guides' allows customers to create in-app guided walk-throughs for any module, including the supplier portal. The guides offer smart handling of events and exit conditions to flow through the following steps seamlessly. They can be integrated with the online help menu and configured to start automatically when a page is loaded.

Customers can use Ivalua Guides to smooth the learning curve for new users and suppliers, streamline change management and enablement, improve new feature discovery and adoption, guide casual users to complete tasks quickly and enhance compliance.

Customers can create these in-app guided walk-throughs through the Guide Studio by clicking on controls within the page and adding instructions to appear in the guide tooltip.

Additionally, customers can track user engagement metrics and completion rates by leveraging Ivalua Guides, which can be configured to start automatically when a page is loaded, enabling them to monitor the usage and effectiveness of the guided walk-throughs.

Procure-to-pay solution overview

eProcurement

Catalog management overview

Ivalua offers a robust product information management tool that supports seamless catalog creation, onboarding and maintenance. Key features include:

- Flexible import process: Buyers or suppliers can initiate catalog imports and manage data control and approval.
- Supplier-created catalogs: Suppliers can easily create and edit item sheets, with built-in tools for communication and progress tracking.
- Advanced integration: Real-time catalog updates via native ETL and EAI integration, supporting multiple data formats and structures.
- Complex item attributes: Extensive configurability for item attributes, including pricing schemes, bundles and rate cards.
- Extensibility: Ivalua maps catalog data to organizational structures and can integrate metadata from ERP/PLM systems, with options for advanced metrics like carbon footprint and market index pricing.

Requisitioning process overview

- Search and navigation: Ivalua enhances the requisitioning process with a comprehensive set of features. Users start from the landing page with a global search bar, directing them to catalogs, non-catalog requisitions or intake forms based on organizational policies. The AI-powered search engine supports full-text, fuzzy and faceted searches to provide accurate and relevant results.
- Integrated virtual assistant (IVA): IVA assists users throughout the requisitioning process, leveraging natural language processing to understand user requests, search the catalog and suggest optimal purchasing options. It handles scenarios where items are unavailable by recommending alternatives

Ivalua: Vendor Analysis

- from other suppliers or predefined replacements, helping to minimize maverick spending.
- Guided-buying approach: The guided-buying experience is tailored to different user profiles with modular, configurable landing pages for specific geographies, organizations and category scopes. Casual users benefit from a simplified requisitioning process — ensuring compliance with procurement policies — while expert users have access to dedicated buying channels for specialized spend types like contingent labor or recurring services.
- Purchasing optimization center: This center consolidates requisitions and sourcing needs, providing an overview of all requisitions and initiating consolidated sourcing events. It allows for mass updates of purchase requisitions (PRs) with items awarded from sourcing events, groups items to streamline approval processes and converts multiple PRs into a single purchase order (PO), optimizing purchasing across the organization.
- Checkout process: The streamlined checkout process consists of three steps: selecting items, confirming payment and shipping methods and placing the order. Users benefit from pre-saved organizational rules, account allocations and delivery addresses. The system supports flexible features including draft carts, multiple billing accounts, editable shipping addresses and item management. It also includes PR splitting based on business rules, assigning items to different purchase orders and transferring carts to other users.
- Inventory visibility module: Provides stock level tracking, replenishment calculations and automatic updates based on ERP system demand.
- Mobile features: Ivalua includes a Progressive Web App that allows users to perform all desktop requisitioning actions on mobile devices. The mobile app offers a streamlined view of the requisitioning workflow, visual notifications, the ability to take actions directly from the home screen, QR code scanning via the camera.

Ivalua: Vendor Analysis

Ivalua also supports more specific requisitioning processes like:

- MRO requisitioning: Ivalua supports both catalog and non-catalog MRO requisitions, integrating MRO suppliers into the Search 360 initiative for catalog access. It manages inventory levels, forecasts and VMI fulfillment activities relevant to MRO processes. The system facilitates inventory optimization, automatic reordering and MRO tracking through features, such as time and material options and an asset and tooling module.
- Direct material requisitioning: For direct material requisitioning, Ivalua enables users to create requisitions for materials and components, directing them to supplier locations or warehouses. Users can suggest suppliers, include supplier part numbers and attach documents like specifications or drawings. The system supports collaborative requisitioning with extensive workflow capabilities, including importing item lists via Excel, creating requisitions from a BOM or item/component repository and duplicating previous requisitions.
- Vendor managed inventory (VMI): The VMI module allows suppliers to manage inventory on behalf of the customer. Suppliers have real-time visibility into inventory levels, including minimum and maximum thresholds that can trigger replenishment orders. The module supports consignment stock management and provides access to customer forecasts for optimizing restock quantities and planning deliveries.
- Asset requisitioning: Ivalua's Asset and Tooling module tracks asset numbers, pictures, labels and metadata. It manages asset depreciation, maintenance and usage and links assets to suppliers or contractors. Tooling is associated with production parts, with volumes affecting wear and tear. The module supports collaboration with off-site suppliers and provides full history and audit trails. The BOM Lifecycle Manager evaluates supplier choices and costs, while the IVA chatbot aids in asset analytics, requisition creation and order collaboration.

Ordering process overview

- PO creation: Ivalua supports creating both standard and custom POs from approved requisitions or independently. It

Ivalua: Vendor Analysis

handles multiple POs per requisition and combines requisition lines into a single PO. The system supports various PO types, including one-time, blanket, scheduled and call-offs. POs can be automatically generated based on business rules or from invoices. It integrates with external systems and supports cXML ordering, managing item dispersion with reporting and batch processing.

- **Contract compliance:** Ivalua ensures contract compliance through automatic linking of catalog items to contract price lists. It enforces compliance via guided-buying and policy enforcement. Non-catalog requisitions are linked to preferred suppliers and contracts, with automatic checks for compliance and alerts for deviations.
- **Budget compliance:** Ivalua tracks budgets with configurable segments and granularity, managing pre-committed, committed and invoiced expenses. It provides real-time budget calculations and adjusts available budgets based on PO cancellations. Alerts and additional approval steps can be set up to manage budget limits and ensure compliance with spending policies.
- **Ordering collaboration and changes:** Ivalua enhances PO collaboration with features designed to streamline communication between buyers and suppliers. It automates the communication of planned orders from ERP/MRP systems to suppliers, supporting scheduled line interactions through the supplier portal. Suppliers can modify quantities, prices and delivery dates, split orders and engage in iterative feedback with buyers. The system integrates with EDI/cXML for seamless data exchange and applies rules for automated PO confirmation and exception management. Mass review and confirmation of orders are facilitated, and suppliers can export PO data to Excel for updates. Additionally, Forecast Collaboration allows for sharing demand forecasts with suppliers to aid in capacity planning and manage potential disruptions.

Receiving process overview

- **Goods receipts creation and management:** Goods receipts can be created as total or partial, with the ability to charge

Ivalua: Vendor Analysis

multiple budgets at fulfillment. Ivalua supports various receiving methods, including centralized, hybrid and inspection-based processes. Receipts can be managed via browser, email, mobile devices and barcode scanning. It integrates asset tracking for value and warranties and facilitates returns and transfers with streamlined forms, ensuring efficient receipt handling and reverse fulfillment. The system also includes flexible matching rules, documentation management and exception handling workflows for short shipments or quality issues, ensuring accurate and compliant receipt processing

- Fulfillment and tracking: Ivalua integrates cXML and EDI for seamless communication between buyers and suppliers regarding PO acknowledgments and advance shipping notices (ASNs). Suppliers can notify shipments in advance or request shipment permissions, while buyers can approve shipping notices and enter receipts without re-entering data. Ivalua's barcode generation for ASNs supports document creation with configurable formats and content and barcode scanning validates receipts, minimizing data re-entry and enhancing tracking.

AP automation

Ivalua has a closed loop, decoupled invoicing and payment process. This allows the user to maximize the benefits of the Ivalua architecture, supplier portal and workflows whilst using the ERP for some back-office or accounting tasks. For example, invoice posting can sit within the ERP whilst all stakeholder collaboration and approval sits within Ivalua.

Invoicing process overview

- Invoice capture and digitization: Ivalua supports multiple methods for capturing invoices, including XML, EDI, mobile scan, manual flat file uploads (e.g., CSV, Excel), PDFs and manual creation through the portal. Suppliers can directly configure and test XML and EDI setups within the portal. Ivalua ensures consistent compliance controls across all methods. Advanced features include supplier pre-matching of invoice content from scanned images, enabling suppliers to correct data capture errors and match invoices against receipts and

Ivalua: Vendor Analysis



Ivalua excels in comprehensive invoice processing, supporting all entry methods and ensuring seamless data capture from various sources. Its advanced database enables precise invoice matching at both header and line levels, significantly reducing errors and enhancing efficiency.

orders at the line-item level within the portal. Ivalua also offers OCR capabilities to capture and validate invoice content, with AI and machine learning enhancing the recognition accuracy and compliance.

- Invoice compliance: Ivalua incorporates robust compliance features that ensure adherence to global tax regulations and legal requirements. It validates supplier information, invoice content and ensures content integrity through digital seals. Compliance controls are fully configurable to support new country requirements and are maintained by a specialized team within R&D, ensuring alignment with regulatory changes. Ivalua supports complex use cases, including compliance requirements in regions like the Middle East and allows for custom compliance logic setup in emerging markets.
- Invoice validation: Ivalua automates the validation of invoice data by matching it against purchase orders, receipts and contracts at the line level. Exceptions are minimal and handled via mobile or task-based approvals. Non-PO invoices can be matched against contracts or receipts and other criteria to ensure fast approval. Ivalua integrates AI to validate tax treatments and supports advanced rules for matching invoices across multiple POs and receipts. The system allows suppliers to update and correct invoices within tolerances before they enter the payment queue, reducing the need for manual intervention.
- Invoice collaboration: Ivalua facilitates collaboration between accounts payable (AP), suppliers and internal stakeholders through its messaging and collaboration features. Complex workflows are supported, allowing for customized approval processes based on specific business rules. Suppliers can participate in approval workflows and initiate conversations through the Message Center. Ivalua also includes a collaboration sidebar for teams to manage contracts, requisitions and invoices, with features like time stamped messages, searchable threads and document attachment capabilities.
- Invoice credit notes: Ivalua handles credit notes by allowing them to be offset against open invoices or orders. Credit memo workflows can be configured to request and hold balances until the credit note is received. This information is

Ivalua: Vendor Analysis

then passed to ERP systems for accruals and reporting. Ivalua also supports automated credit memo handling, chargebacks, reconciliation and invoice deductions, with open credit memos being reportable and visible on dashboards.

Early payment programs overview

Ivalua supports early payment programs, including dynamic discounting and supply chain financing.

- Dynamic discounting within Ivalua allows for approved invoices to be eligible for early payment. This allows suppliers to view and select early payment options through a sliding discount scale on the supplier portal. Analytical tools assist buyers in comparing early-payment discount benefits against standard payment terms. Suppliers can upload or email invoices, validate them against AP data and submit them for payment, with eligible suppliers receiving payments within 24 hours through an automated workflow.
- Supply chain financing in Ivalua is facilitated via the C2FO Discount Marketplace, where third-party cash can be used to fund payments. This includes options like invoice factoring or reverse factoring, which enable third-party finance companies to act as issuers or receivers of funds. Additionally, Ivalua is engaged in discussions with other SCF providers, including banks offering sustainable financing options. Both dynamic discounting and supply chain financing are aligned with tax compliance rules, and reporting tools are available to highlight liquidity and cash flow opportunities for buyers and suppliers.

Payment process overview

Ivalua fully supports domestic and international payments, including multi-bank and multi-currency transactions within its out-of-the-box workflows. These are based on payment requests that can be created from any Ivalua workflow, including AP, or other systems or intake forms. Ivalua supports payments via an existing ERP system or through the platform's own payment processing integrations. Ivalua can initiate payments in parallel to the ERP and be connected to a payment service like Transfermate or directly to the client's bank via a file interface or OpenAPIs. Information on payment acknowledgment or status is available in real time within the browser invoice screen and is shared via the supplier portal. P-card data can also be sent to the supplier.

Ivalua: Vendor Analysis

Ivalua supports multiple issuing or house bank accounts, supplier account setup, bank account number validation and provides next-day payments for both international and domestic transactions. It handles multi-bank and multi-currency payment batches and is designed for future integration with direct bank connections and third-party fintechs. Currently, Ivalua partners with Transfermate to enable next-day supplier payments in over 145 countries and supports a wide range of P-card and V-card issuers through integration with the Conferma Pay network.

To mitigate risk of fraud, Ivalua employs various safeguards, including two-factor authentication (2FA), duplication checks, bank account ownership validation and a fully audit change request workflow. Supplier bank accounts are validated, and all changes to bank account details require 2FA, with full audit trails and notifications. Invoices are cross-checked against master data or interaction with an ownership validation service, such as Trustpair. This prevents fraud and account number issues, such as a black listing, ALM or simply a data entry error. At the same time, any duplicates are prevented through batch creation controls, ensuring a secure and transparent payment process.

Supplier portal

Ivalua's portal is free to use for suppliers and is customer-specific. Customers can configure many aspects of their supplier portal, such as the look and feel, elements shown and so on.

Ivalua allows suppliers to create accounts for users, and they can be assigned by the buying organization predefined specific roles that can limit that user's role.

Suppliers have a completely self-service environment defined by each customer. This allows them to collaborate in conversations with their customer, the buyer and AP. They can request master data updates, including a validated and 2FA bank account process. Suppliers can view, confirm, accept, reject, change, respond and counteroffer orders. They can submit Timesheets, GRNs and receipts. They can upload PDF invoices and pre-match against the clients orders before submitting. The supplier can correct PDF read errors and update any OCR templates and append POs or receipts to the invoice to speed up payment. The supplier can track the invoice and see remittance data, even get paid via the portal. Ivalua also allows suppliers to initiate strategic collaboration with customers using features to propose and track

Ivalua: Vendor Analysis

innovation suggestions and value engineering proposals.

Suppliers can also create and manage EDI integrations between Ivalua and their system by leveraging templates for objects. This allows the supplier to test EDI orders, receipts and invoices in a self-service environment.

Supplier activation

Ivalua data model and private network capabilities ensures that every supplier loaded into the platform is ready for account activation. Critically, to reach high-levels of adoption, suppliers do not need an active account to send or email a PDF invoice. Activation is done via the portal or email link making account creation as simple as adding an email address and password. This makes supplier activation a business-as-usual process around inquiries or exceptions rather than an onboarding project to receive orders or send invoices.

To support supplier activation at scale or new supplier onboarding, Ivalua offers supplier services that facilitate the connection and integration of suppliers into the platform. These services can be managed by partners during the implementation phase, particularly in projects where partner involvement is predominant. Ivalua supports multiple channels and methods for supplier onboarding, including:

- Tailored communication: Suppliers receive customized messages and email invitations to begin the onboarding process.
- Self-service options: Suppliers can opt for self-service onboarding through cXML, enabling electronic connectivity and profile management.
- Transactional invitations: Suppliers may also be invited to connect electronically through transactional prompts.

Supplier activation includes granting supplier portal access, with which suppliers can manage their profiles and ensure their information is up-to-date. The onboarding process can include a registration phase that serves as pre-qualification or pre-screening. This process can be defined according to business units, regions or categories, leveraging the platform's workflow and questionnaire capabilities.

Ivalua: Vendor Analysis

Alerts can be configured within the platform to notify suppliers and internal users of any missing or incomplete data or expiring documents, ensuring that the onboarding process is thorough and compliant with organizational requirements.

Analytics

The foundation of Ivalua's analytics lies in a single, robust and configurable data model that forms the core of its capabilities. This model is highly adaptable, allowing customers to extend it by adding tables or fields to fit their specific requirements and create as many taxonomies as needed. This provides a solid basis for analysis, enabling users to manipulate raw data in ways that best meet their needs.

Ivalua's analytics suite includes a 'spend workbench' for spend data cleansing, classification and categorization, with which users can set classification rules for automatic cleansing, enrichment and classification during data loading. These rules utilize regex, SQL or custom developments, though they are not AI-driven.

Data is refreshed in near real-time for spend records, allowing Ivalua to ingest spend as it occurs. Ivalua provides more than 90 out-of-the-box reports and dashboards, covering various aspects, such as efficiency, effectiveness, spend data, workflow, productivity, exceptions, risk, performance, suppliers and users. These reports can be segmented by time period, department, category, material, purchase order, invoice or user-defined dimensions.

For P2P processes specifically, Ivalua offers a range of dashboards out-of-the-box:

- Executive dashboard: Tracks metrics like the percentage of non-PO invoices, non-compliant spend, post-commitment spend and late payments.
- Requisition efficiency: Includes metrics on pending PRs, average PR amount and PR to PO lead time.
- Receipt overview: Monitors the percentage of on-time receipts.
- Invoice to payment performance: Assesses average invoice processing time and other payment performance indicators.
- Catalog usage: Analyzes catalog efficiency by tracking the number of catalog items, suppliers, products, contracts and

Ivalua: Vendor Analysis

catalog usage metrics, such as frequently purchased items, frequently searched keywords and failed search intents. This helps administrators identify gaps in catalog content and make necessary adjustments.

From a reporting and dashboarding perspective, users can create reports from scratch, control access and editing rights and create templates for broader organizational use. Ivalua supports all SQL and MDX formulas for report creation, and these reports and charts can be embedded across the platform, not just in the analytics module.

For KPI tracking, users can rely on standard KPIs with customizable calculations or create their own. Ivalua allows linking leading metrics to causal/practice metrics and supports the use of complex formulas and non-application-specific data, such as FTEs, revenue, COGS or external benchmarks, in metric calculations. External data can be integrated through APIs and updated at customer-defined intervals.

While Ivalua has historically not involved AI in its analysis processes, it has recently developed a GenAI virtual assistant capable of pulling category and market insights, generating improvement plans and extracting insights from documents. However, advanced analytics, such as predictive or prescriptive analytics, are minimal, though Ivalua does support what-if analysis at both the item and RFx levels.

Roadmap and vision

Ivalua's roadmap is built from different sources and inputs. Of the roadmap 60% is based on customers input and collaboration, 20% is based on internal considerations (e.g., Ivalua's Innovation Cup) and 20% is based on market trends.

Current roadmap items include:

- Further enhancements of its GenAI capabilities: connecting to multiple LLMs and more use cases (delivered via the newly launched add-on store).
- IVA Assistants.
- IVA Voice.
- A GenAI-backed intake management and orchestration solution.

Ivalua: Vendor Analysis

- Enhancements to a newly released External Workforce Management solution.
- Expense Management with GenAI capture.
- Managing account/cash balances.

Strengths

Unified and comprehensive P2P solution

Ivalua operates on a unified platform with a single codebase, centralized data store and consistent cross-organizational view, delivering true end-to-end source-to-pay (S2P) functionality. It excels in industry-specific capabilities across multiple verticals, ensuring comprehensive and adaptable P2P processes without significant weaknesses in any area.

Advanced optimization capabilities across P2P processes

Ivalua provides robust optimization features throughout the P2P cycle. It consolidates the ordering process by managing item dispersion, enabling advanced purchase order (PO) collaboration and optimizing requisition handling. The extensive reporting capabilities support tracking item dispersion and tailored PO creation, consolidating orders from multiple users into optimized batches. Additionally, Ivalua's Purchasing Optimization Center enhances procurement efficiency by providing a comprehensive overview of requisitions, initiating consolidated sourcing events and streamlining approval processes, all while supporting a wide range of requisition types, including MRO and time and material options. The advanced analytics and reporting capabilities further empower stakeholders with actionable insights, driving better decision-making and efficiency across procurement activities.

Advanced AP automation capabilities

Ivalua excels in comprehensive invoice processing, supporting all entry methods and ensuring seamless data capture from various sources. Its advanced database enables precise invoice matching at both header and line levels, significantly reducing errors and enhancing efficiency. The highly configurable workflow and business rule engine accommodates even the most complex e-invoicing use cases, offering tailored processes to meet specific organizational needs. Additionally, Ivalua's advanced e-invoicing capabilities, including multi-level approval workflows, automated compliance checks and real-time payment tracking, streamline the entire invoicing process, from submission to payment.

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Enhanced SCC capabilities with a smart buying experience

Ivalua delivers advanced supply chain collaboration (SCC) capabilities by integrating robust purchase order collaboration, including planned order and forecast management, with a smart buying experience. It enhances procurement efficiency and decision making through features like item-level carbon footprint tracking, automated spot bidding and intelligent forms, enabling organizations to optimize their procurement planning and sustainability efforts.

User considerations

Use Ivalua when:

- You are a company (large or Global 2000) looking for a P2P solution that supports a global customer base and handles complex international procurement, ensuring seamless integration across regions.
- You are a company seeking a P2P solution with configurable modules, such as Vendor Managed Inventory (VMI) and asset management, to tailor workflows and accommodate complex business processes.
- You are a company seeking a P2P solution with a robust workflow engine and advanced machine learning capabilities for managing complex invoicing scenarios and ensuring accurate invoice matching at both line and header levels.
- You are a company looking for a P2P solution with high configurability and self-service options, enabling you to adapt and innovate as your needs evolve while continuously improving and customizing the platform without technological limitations.
- You are a company looking for a P2P solution from a provider with extensive global experience to manage international procurement and supply chain processes.

Voice of the Customer

For relevant questions in the Spend Matters SolutionMap (S2C) reference survey from customers, Ivalua's overall score is at or above the benchmark for all elements/questions.

More specifically, the 19 customers we surveyed gave scores above the benchmark for several elements we assess in our S2C SolutionMap:

- Business Value
- Innovation

Ivalua: Vendor Analysis

Ivalua orchestrates procurement processes with remarkable precision, ensuring every PO, invoice and payment is efficiently managed across a centralized platform. The platform's advanced optimization capabilities, tailored for evolving business needs and across industries, enhance procurement efficiency and decision making.

- Configurability
- Systems integration

Ivalua has its lowest scores (to put things into perspective, it is above 7 on a scale of 0 to 10) in the following areas:

- Quick deployment
- Industry expertise

Some key customer quotes:

Solution and provider/strength:

- “Flexibility, capacity to listen to customer needs and react promptly.”
- “Configurability to unique business requirements; enforcing business rules; visibility of suppliers and CLM.”
- “They listen to clients’ business requirements and integrate them within their Roadmap.”
- “Offers a flexible system that easily adapts to customer needs.”
- “Continued investment in innovative solutions.”

Analyst Commentary and summary

Based on Deloitte’s latest CPO study, which highlights key business initiatives, such as driving operational efficiency, enhancing ESG/ CSR, digital transformation, improving margins via cost reduction, enhancing risk management and developing supply chain resiliency, Ivalua’s P2P platform is well-positioned to capitalize on the market.

In conclusion, Ivalua’s P2P platform stands out as a sophisticated and comprehensive technology suite designed to meet the complex procurement needs of global organizations. Much like a well-architected telecommunication network, Ivalua orchestrates procurement processes with remarkable precision, ensuring every PO, invoice and payment is efficiently managed across a centralized platform. The platform’s advanced optimization capabilities, tailored for evolving business needs and across industries, enhance procurement efficiency and decision making.

By automating routine tasks, reducing procurement cycle times and employing AI-driven insights, Ivalua drives operational efficiency and digital transformation. Its focus on centralized data management, sustainable procurement practices and supplier collaboration supports ESG/CSR goals and improves margins

Ivalua: Vendor Analysis

through cost reduction. Furthermore, advanced risk management features and supply chain visibility tools strengthen supply chain resiliency, aligning with the key initiatives identified in the Deloitte study.

Ivalua's 'bring your own LLM' approach is a key differentiator for its P2P solution, as it allows customers to select and fine-tune the large language model that best suits their procurement needs, ensuring flexibility and data security while enabling customization and deployment of GenAI-driven insights and automation with no coding.

As a final point, I, as an analyst, must also mention some opportunities for further enhancement. Expanding Ivalua's supplier network to include centralized, network-to-network relationships could enhance procurement interactions and support a broader marketplace approach. Closer integration with treasury functions could optimize working capital management, increasing value to the CFO's office. Developing community-based insights could improve procurement processes by enhancing cost benchmarking and risk monitoring. Additionally, introducing a version tailored for the upper-middle market could broaden Ivalua's appeal and accessibility. Addressing these areas could further position Ivalua as a much stronger leader in the P2P space, driving even greater value for its customers.

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