



QuoteWerks[®]

**TRENDS IN
IT PROCUREMENT
REPORT
2024**

AUGUST 2024

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Monitoring trends in IT procurement is crucial for **staying informed** and being **adaptive** in the rapidly evolving technological landscape.

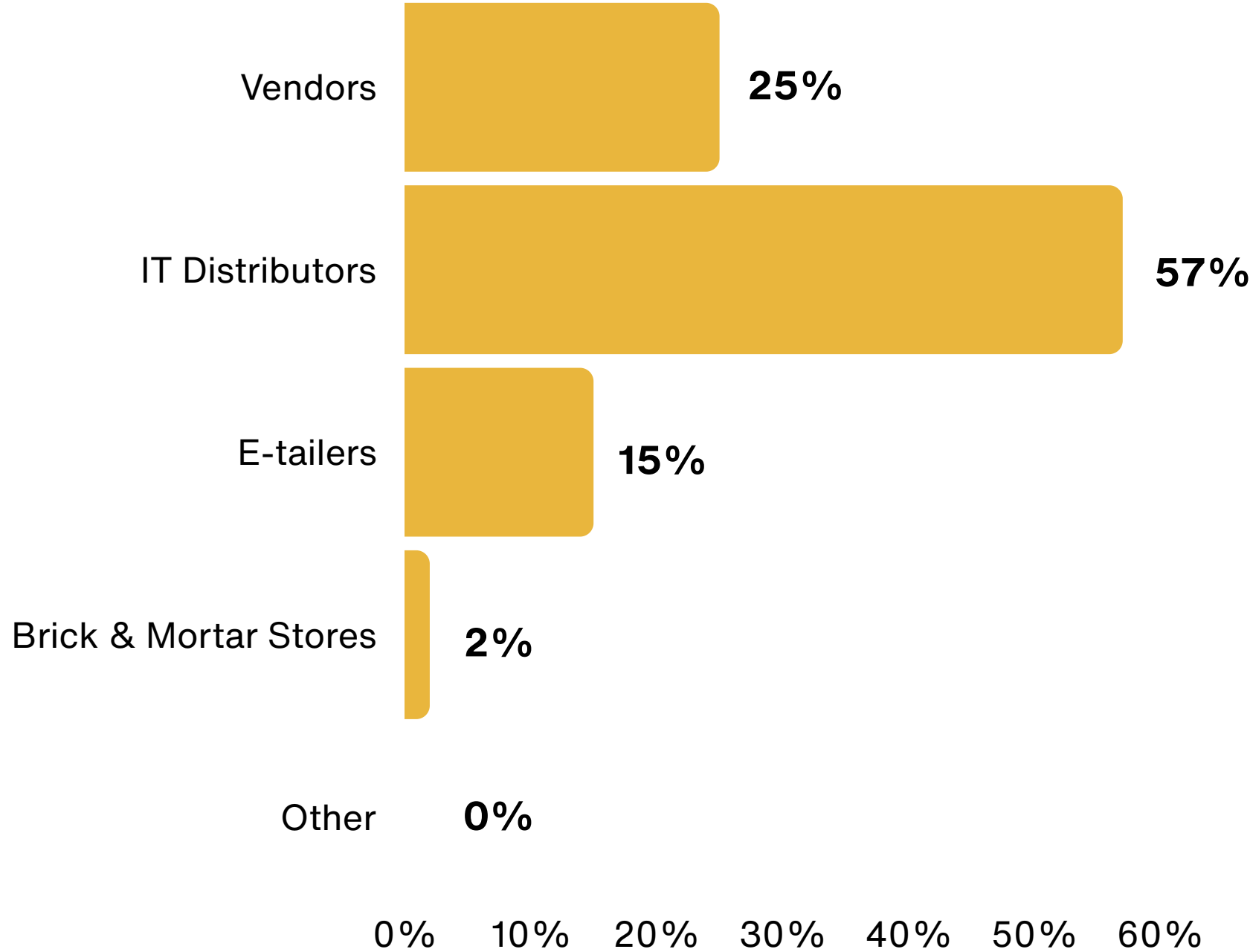
Businesses like yours can anticipate shifts in technology offerings, pricing models, and vendor strategies by monitoring these trends, allowing you to make **informed decisions** that align with your business objectives.

Understanding IT procurement trends enables businesses to identify emerging technologies that may offer **competitive advantages** or **streamline operations**, ultimately **enhancing** organizational efficiency and innovation.

Through the power of social media and targeted email campaigns, we fostered a **vibrant** community dialogue, sparking insightful discussions and forging meaningful connections. From emerging trends to nuanced insights, this report serves as a beacon guiding IT professionals through the ever-evolving terrain of procurement, **empowering** businesses to **thrive** in the digital age.



What are your current sources of IT products?



The data suggests that the **majority of respondents** in the IT industry **primarily source their IT products through IT distributors**, with a significant 57.47% indicating this preference.

This indicates a reliance on intermediaries such as TD Synnex, D&H, and Ingram Micro for acquiring IT goods. Vendors themselves represent a substantial but smaller portion of the sourcing landscape at 25.29%. E-tailers like Amazon Business, Newegg, and CDW are also notable channels, though less prominent compared to IT distributors, with 14.94% of respondents utilizing them.

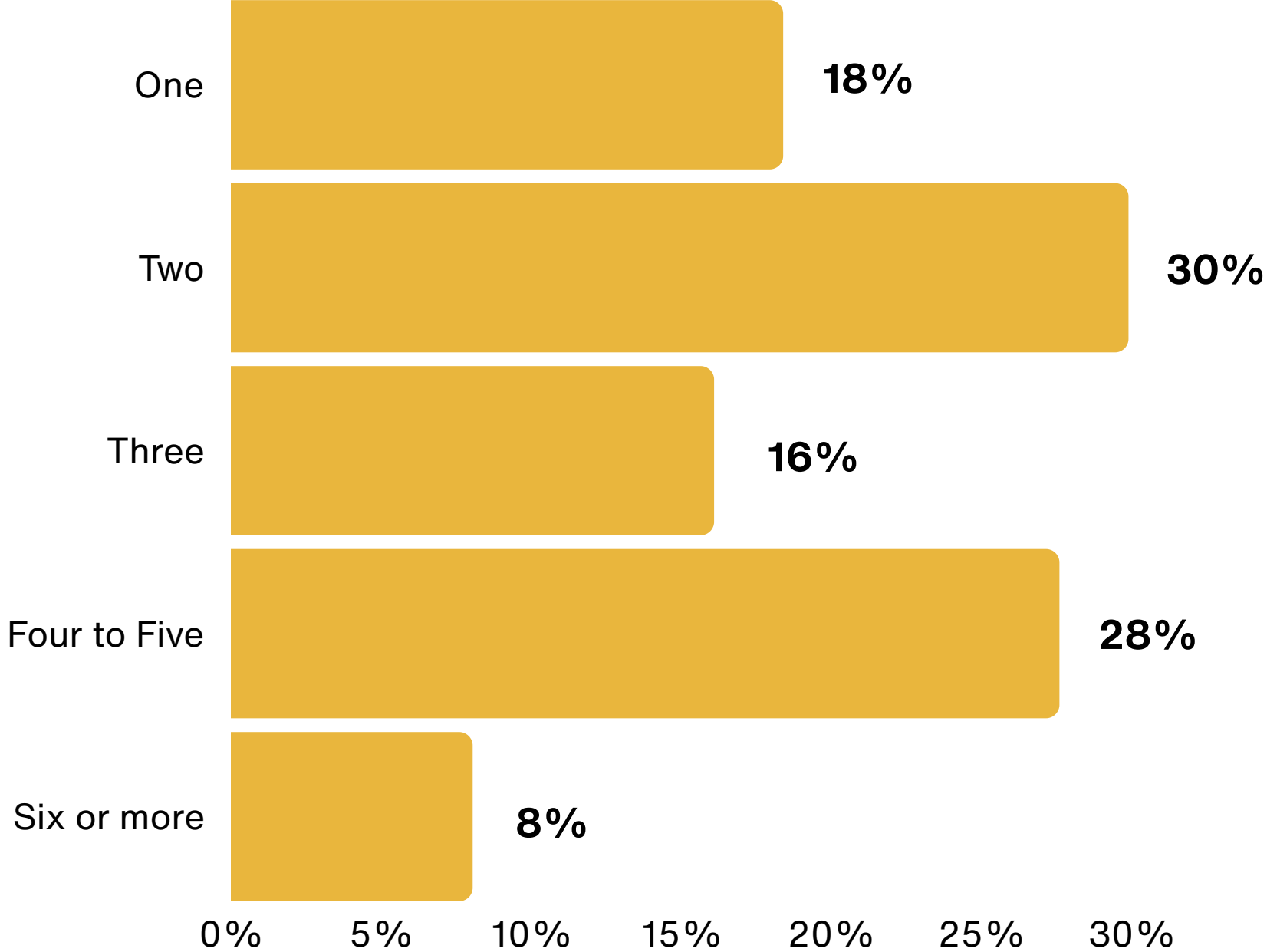
The data reflects a trend towards leveraging specialized distribution channels for IT procurement, likely due to the **convenience, efficiency, and possibly cost-effectiveness** they offer compared to direct vendor purchasing. Brick-and-mortar stores represent a marginal fraction at 2.30%, indicating a diminishing role in IT procurement.

How many IT distributors do you currently work with (used within the last three months)?

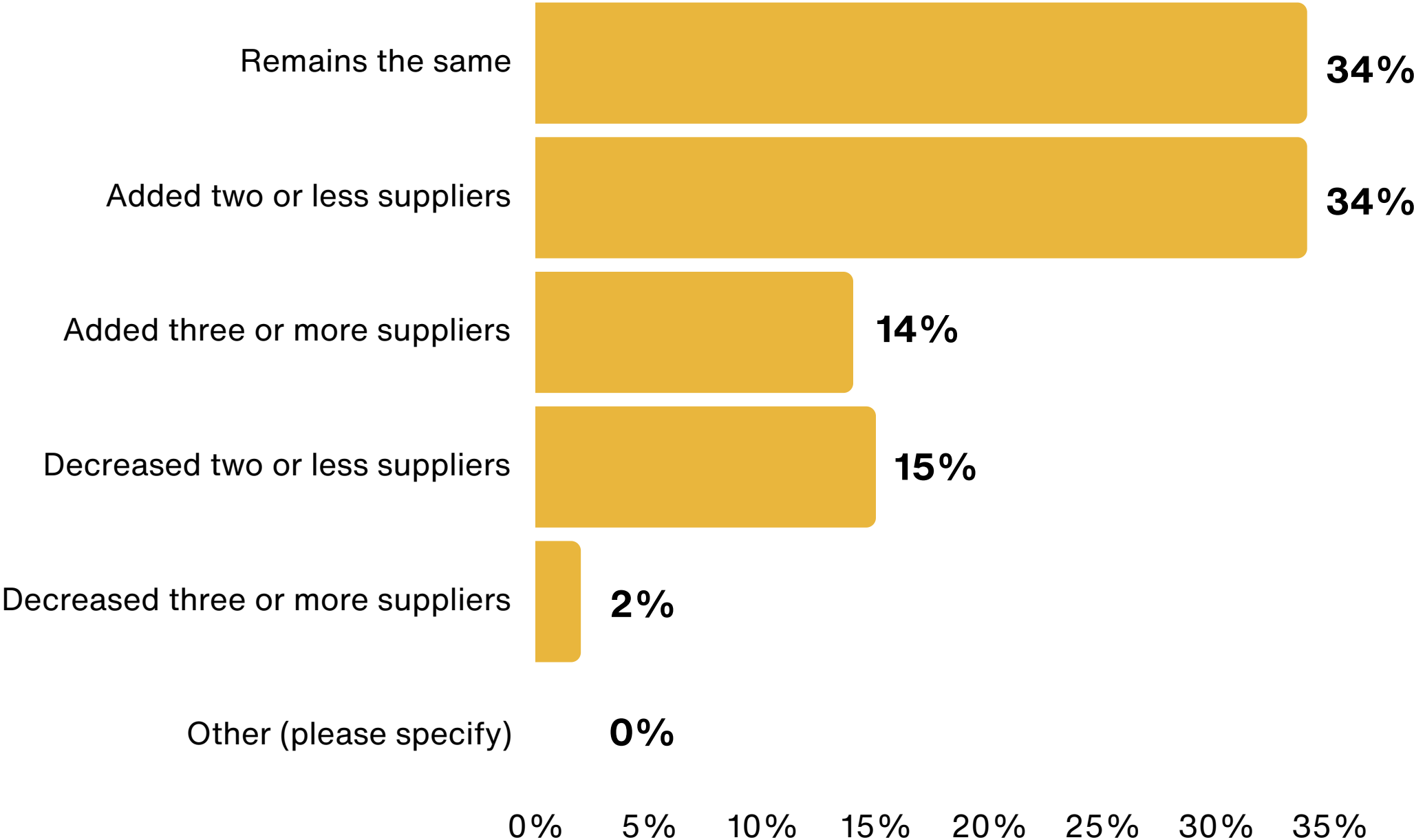
The data indicates a diverse landscape in the IT procurement industry in terms of the number of distributors companies engage with. A significant portion (30%) of businesses work with two distributors, while a slightly smaller percentage (28%) utilize between four to five distributors. Interestingly, 18% rely on just one distributor, suggesting a **preference for consolidation or specialized partnerships**.

16% of companies engage with three distributors, indicating a strategy that balances **diversity and efficiency**. A smaller fraction (8%) engage with six or more distributors, possibly reflecting larger organizations with complex needs.

Overall, the data underscores the importance of **flexibility and strategic decision-making** in IT procurement, where businesses must navigate between consolidating relationships for efficiency and diversifying sources for resilience.



How has your number of active suppliers changed since May 2023?



The data indicates a stable IT procurement landscape since May 2023, with most respondents either **maintaining the same number of suppliers** (34%) or adding two or fewer (34%).

This suggests a **cautious approach** to supplier expansion, likely to avoid complexity in procurement processes. Only a small minority reported reducing their supplier count, reflecting a preference for **continuity in relationships**.

Overall, the data suggests a **balanced and measured** approach to supplier management within the industry.

Which distributor/Vendor have you added in the last 12 months?

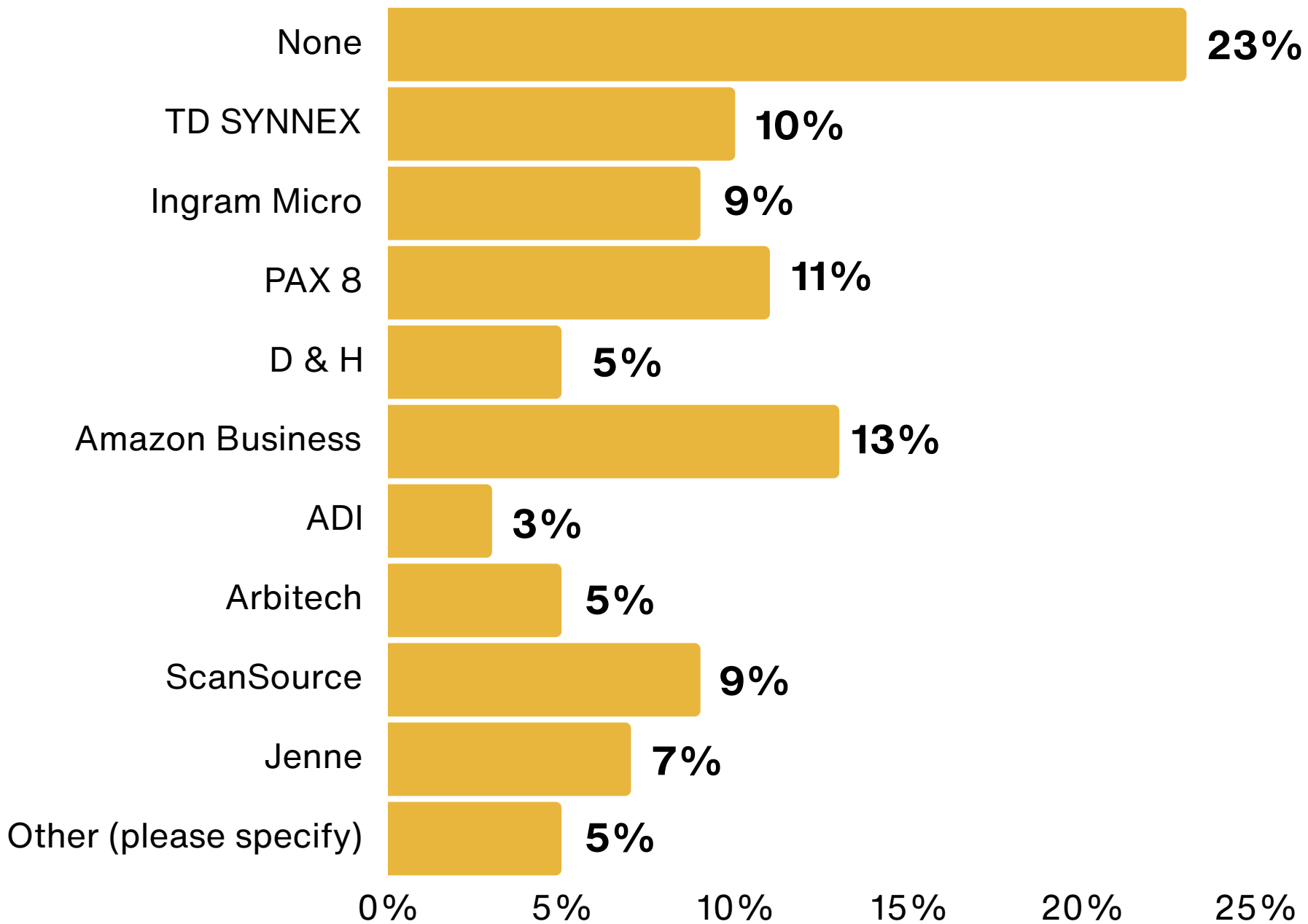
(If more than one, the one that you do the most business with)

Looking at the data, it seems that over the past 12 months, 23% of respondents haven't added any distributors.

Among those who have, Amazon Business emerges as the top choice, with 13% of respondents indicating they've added it as a distributor. Following closely behind are TD SYNEX at 10%, PAX 8 at 11%, Ingram Micro at 9%, and ScanSource at 9%.

The remaining percentages are distributed among D & H, Arbitech, Jenne, ADI, and others, each contributing to the variety of choices within the distribution landscape.

This data suggests a **diverse** range of distributor preferences among respondents, reflecting the **dynamic** nature of the market and the varied needs of businesses.



What was the approximate dollar value of hardware and supplies (i.e., cabling, toner) your firm procured on behalf of clients over the past 12 months?

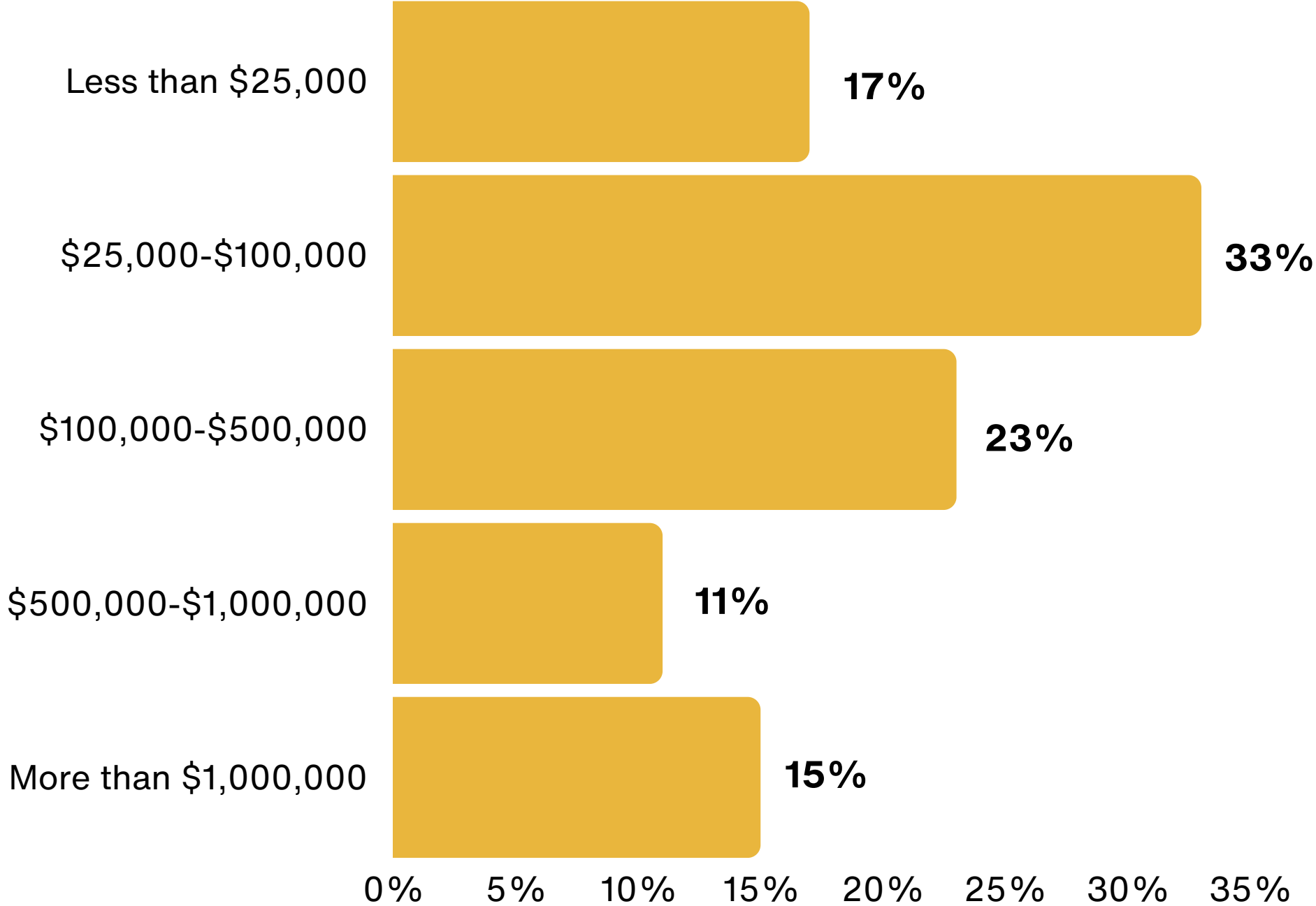
The survey data reveals a varied distribution in the dollar value of hardware and supplies procured by firms on behalf of their clients over the past year. The largest segment, comprising 33% of respondents, falls within the range of \$25,000 to \$100,000, indicating a **substantial portion** of firms making moderate-sized purchases.

Additionally, 23% reported procurement between \$100,000 and \$500,000, suggesting a significant number of firms engage in larger-scale acquisitions.

Notably, 15% of respondents reported expenditures exceeding \$1,000,000, indicating a notable subset of firms handling substantial procurement volumes.

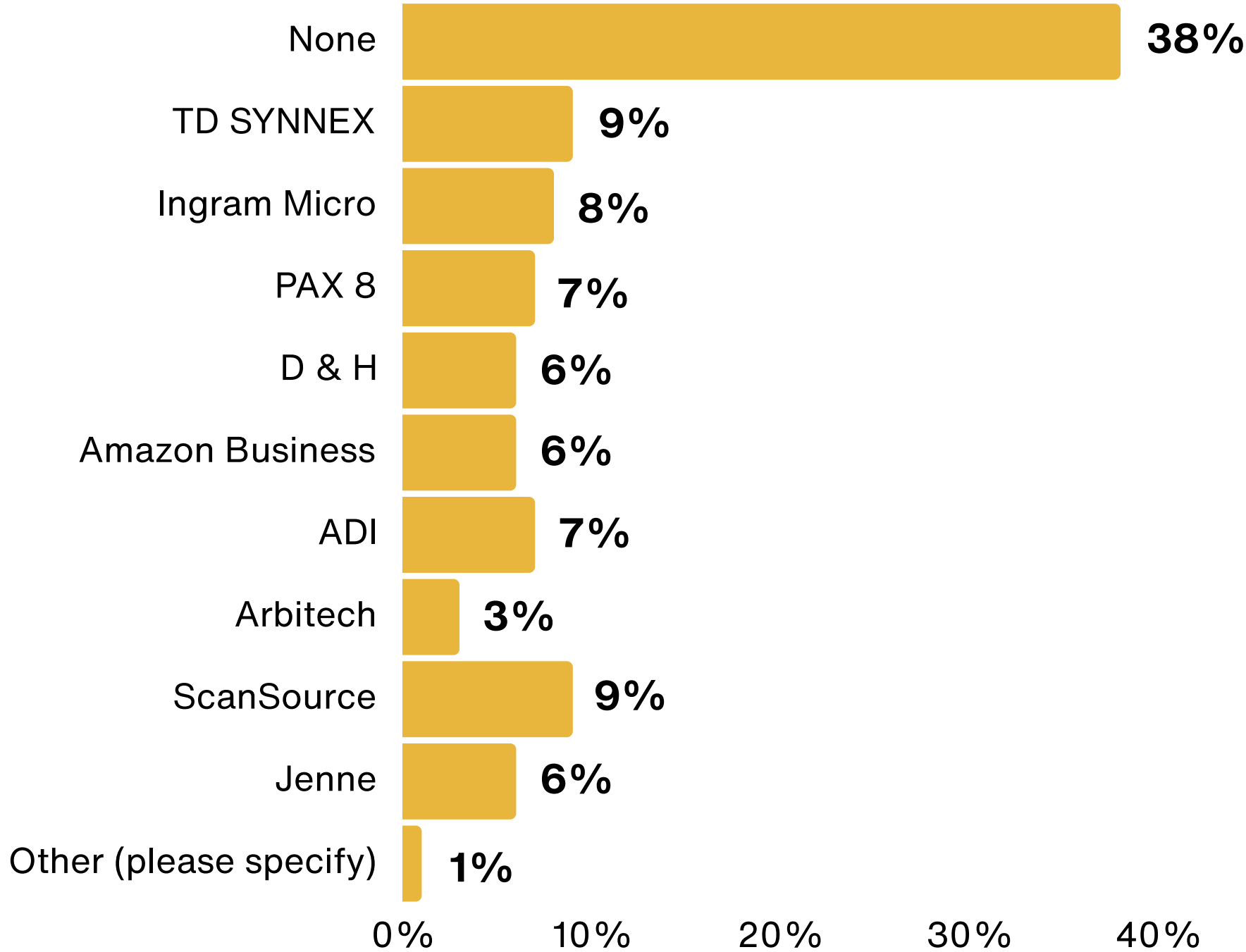
Conversely, smaller segments reported lower spending levels, with 17% under \$25,000 and 11% between \$500,000 and \$1,000,000.

Overall, this data showcases a **broad spectrum** of procurement activity among firms, with a substantial portion engaging in both moderate and high-value or high-volume transactions, potentially reflecting diverse client needs and project scopes.



Which distributor/Vendor have you removed in the last 12 months?

(If more than one, the one that you previously did the most business with)



Looking at the data, it appears that over the past year, the **majority** of respondents (38%) **haven't removed** any distributors.

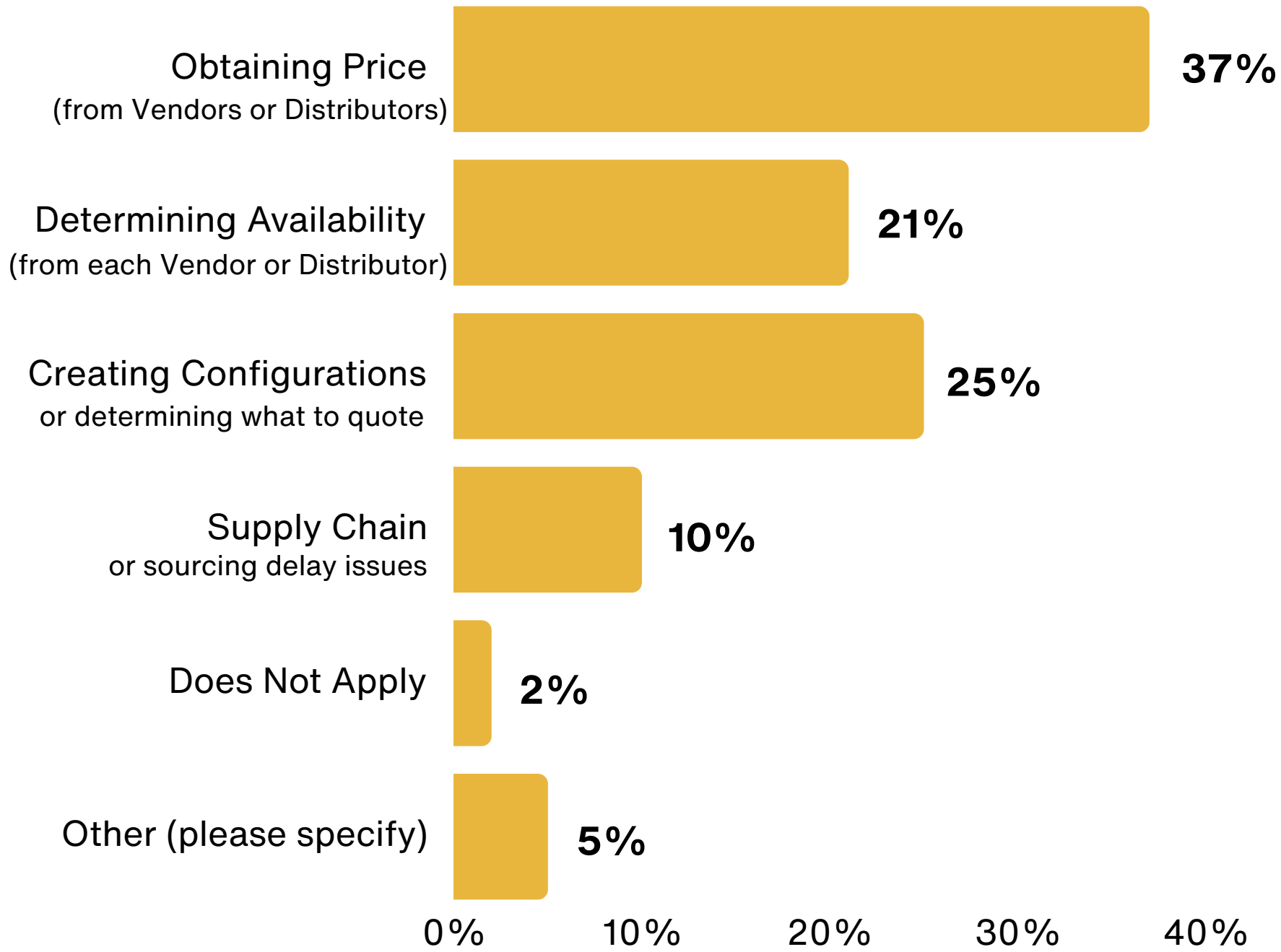
However, among those who did, the distributor they previously had the most business with was TD SYNEX, accounting for 9% of respondents.

Following closely behind are Ingram Micro and ScanSource, each representing 8% and 9% of respondents respectively. PAX 8, D & H, Amazon Business, ADI, and Jenne also show varying percentages of distributor removals, ranging from 6% to 7%. Arbitech, on the other hand, represents 3% of respondents who removed it as a distributor.

The remaining 1% of respondents mentioned other distributors not listed.

This data suggests a **shifting landscape** in distributor relationships, possibly influenced by factors such as service quality, pricing, or product availability.

What has been your biggest pain point when creating a quote or proposal with products in the past twelve months?



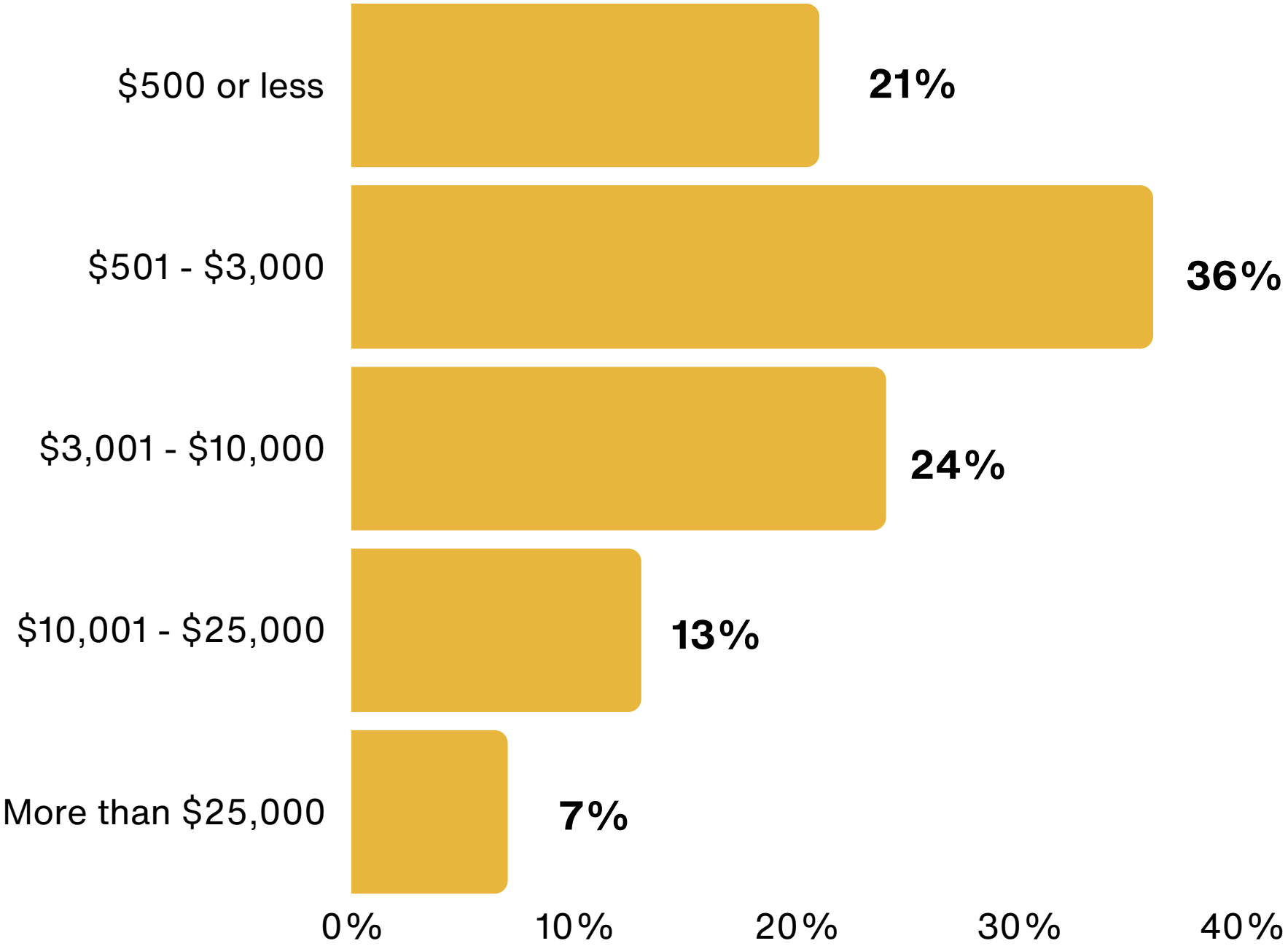
Based on the survey responses, it's evident that obtaining prices from vendors or distributors has been the most significant pain point for a majority of respondents, with 37% highlighting this challenge.

This suggests that the process of acquiring accurate and timely pricing information from suppliers has been a significant hurdle in creating quotes or proposals. Following closely behind is the difficulty in determining availability from each vendor or distributor, as mentioned by 21% of respondents. This indicates a struggle to ensure that the products being quoted are accessible within the required timeframe.

Additionally, 25% of respondents mentioned challenges related to creating configurations or determining what to quote, indicating complexities in product customization or selection. Supply chain or sourcing delay issues were cited by 10% of respondents, suggesting disruptions in the procurement process that impact the timely delivery of quotes. It's noteworthy that a small portion (2%) indicated that they do not regularly quote products, while 5% mentioned other pain points, which could vary widely based on individual circumstances.

Overall, these responses highlight key areas where **improvements or streamlining efforts** could potentially **enhance the efficiency** and effectiveness of the quoting process.

What is your company's average quote value (sum of all active quotes divided by the number of quotes)?



Based on the survey responses, it's evident that the majority of respondents' quotes fall within the range of \$501 to \$3,000, comprising 36% of the total responses.

This suggests they frequently deal with quotes in this mid-range value, indicating a common pricing bracket for products or services. Moreover, it's notable that 24% of respondents reported quotes between \$3,001 and \$10,000, indicating a significant portion of our quotes fall within this higher price range.

Although only 7% of respondents reported quotes exceeding \$25,000, it's essential to consider these high-value quotes, as they likely represent **substantial** opportunities for our business.

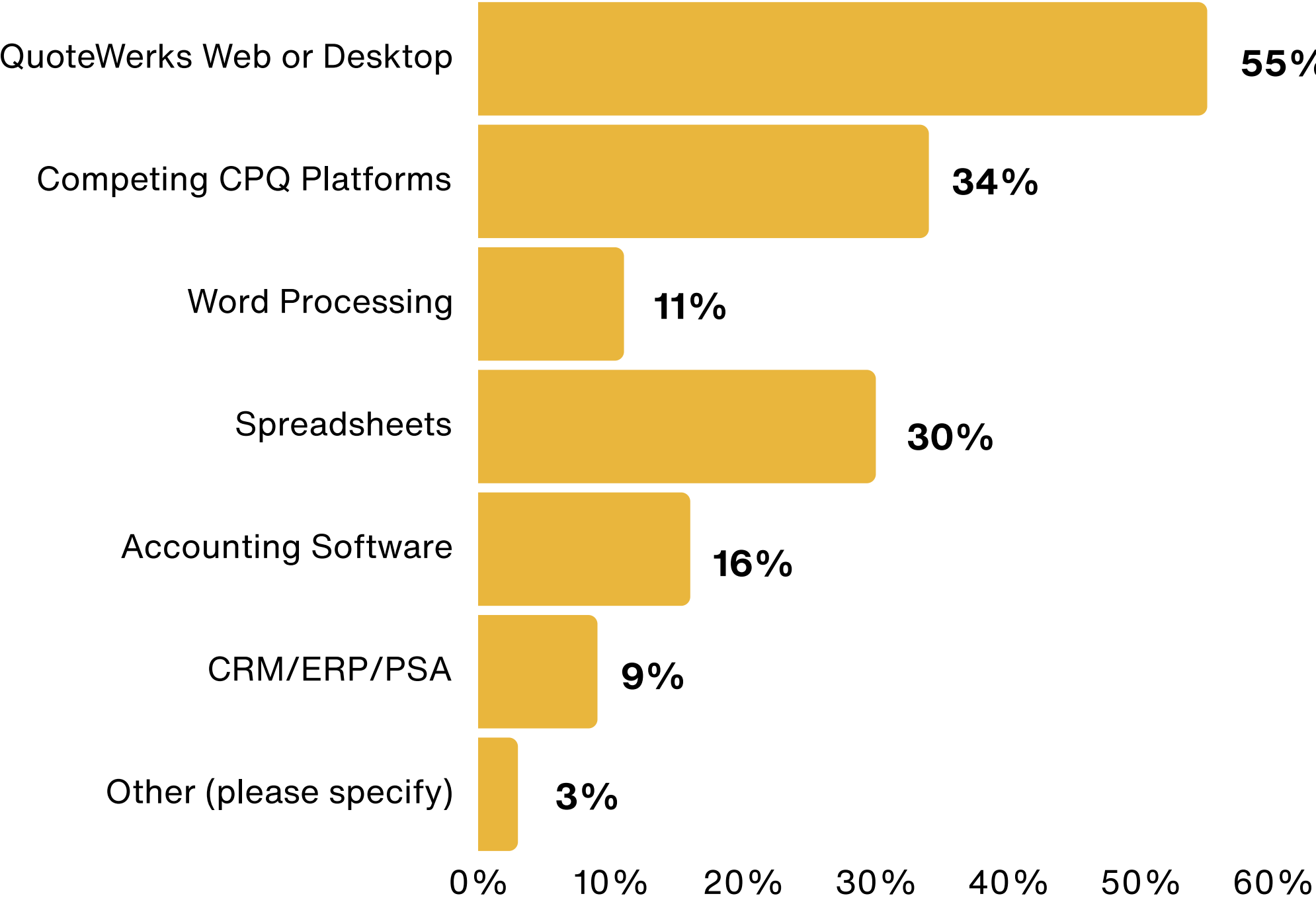
Overall, this data suggests a diverse range of quote values, with a significant portion falling within the mid to higher price ranges, which can inform pricing strategies and resource allocation for different types of projects or clients.

What do you use to create your Quotes or Proposals?

Based on the data provided by respondents of our survey, it seems that a majority in the industry (55%) prefer utilizing QuoteWerks Web or QuoteWerks Desktop for creating their quotes or proposals. This suggests a **strong preference** for QuoteWerks, possibly indicating **familiarity** or comfort with its features and interface. Following closely behind at 34 % is a collection of competing CPQ platforms or Quoting Software.

It's interesting to note that a sizable portion of users (30%) still rely on Spreadsheets like Microsoft Excel for their quoting or proposal needs, indicating a preference for more traditional spreadsheet-based approaches. Additionally, a smaller percentage of respondents (11%) utilize Word Processing, like Microsoft Word, for this purpose. The data also shows that a portion of users (16%) rely on their accounting software for creating quotes or proposals, possibly indicating integration preferences or workflow efficiencies.

Overall, the data underscores the importance of understanding the varied preferences and needs of users when it comes to creating quotes or proposals, with a mix of desktop, web-based, spreadsheet, and integrated software solutions being utilized.



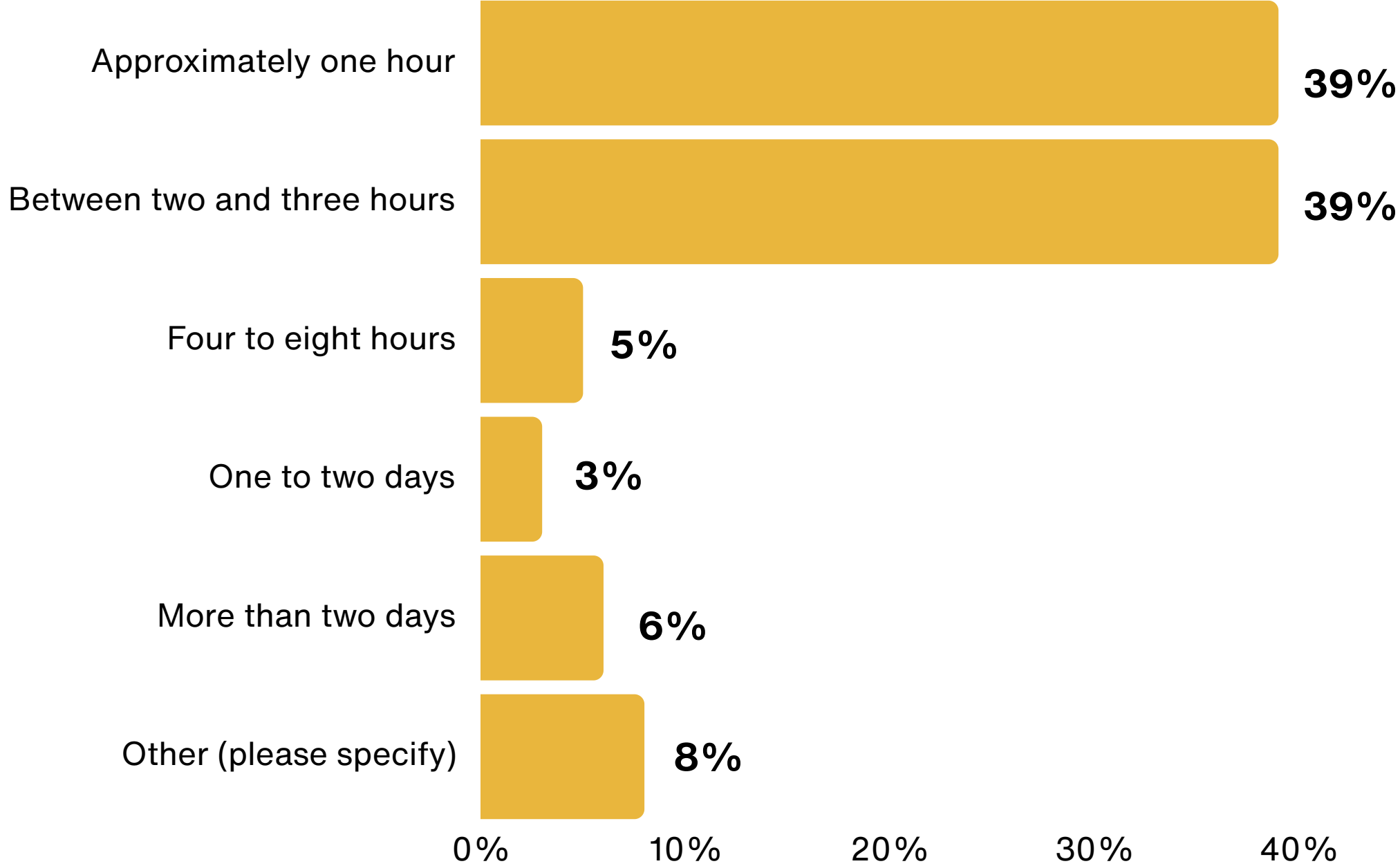
How long does it take to create a quote, on average?

Based on the responses from the survey regarding the average time taken to create a quote, it's evident that there's a considerable **range** in the duration, reflecting the complexity and variability of the quoting process.

While a significant portion of respondents (39%) mentioned that it takes approximately one hour, an equal percentage indicated that it requires between two and three hours. This suggests that for many, generating a quote is a task that spans at least an hour, sometimes demanding a bit more time.

However, a notable proportion of respondents (8%) specified that the time taken varies based on factors such as the size of the solution or the need for special pricing from vendors, indicating that the time required can be influenced by factors such as the availability of stock or the complexity of the project.

Overall, these responses underscore **the need for flexibility** and **adaptability** in the quoting process to accommodate different scenarios and ensure accurate and timely quotes for customers.



How does your team share quotes with clients?

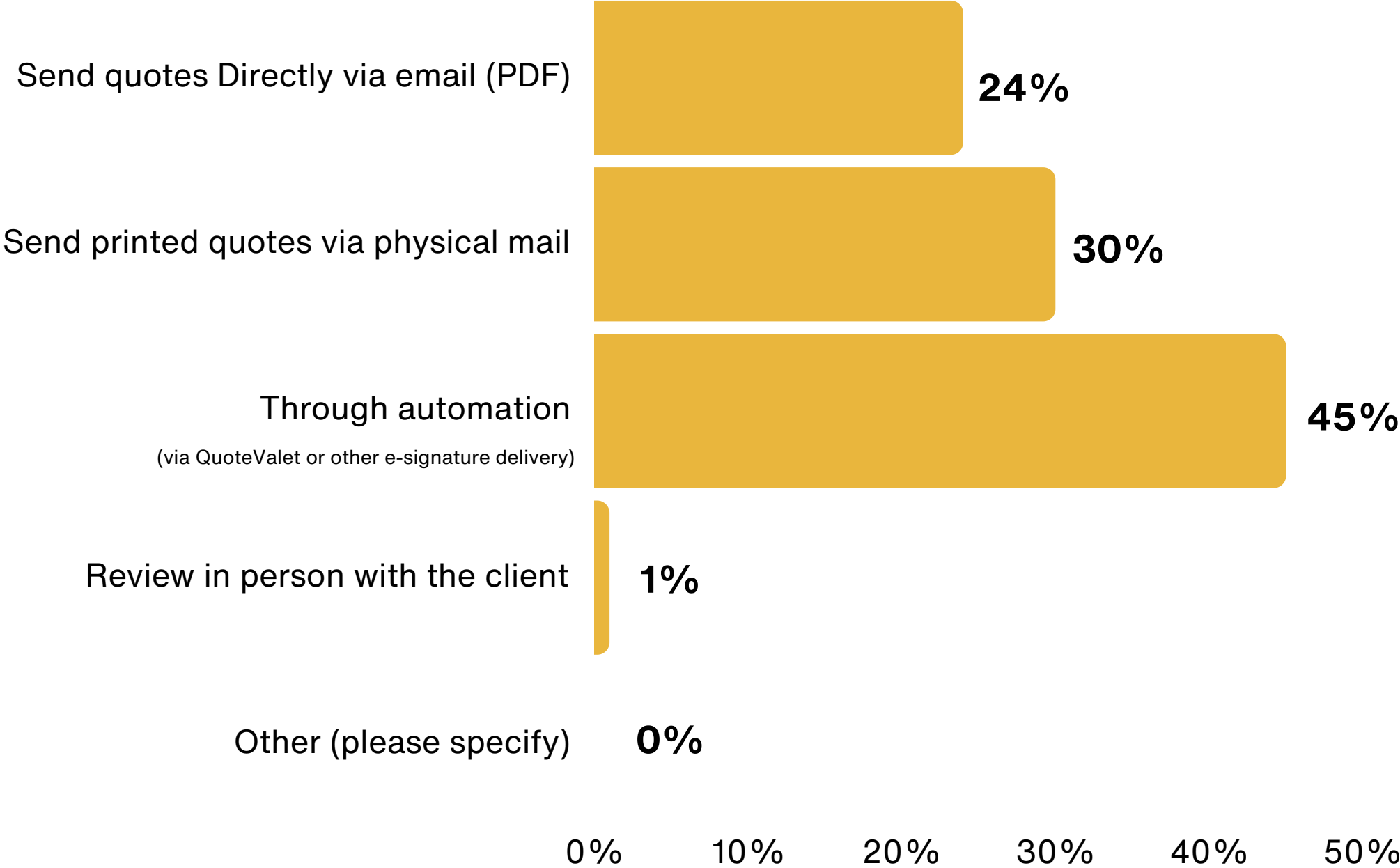
Based on the data, the majority, accounting for 45% of responses, utilize automation tools like QuoteValet or other e-signature delivery services. This suggests a **trend towards digitalization and efficiency** in quote delivery processes.

Additionally, 30% of teams still opt for the more traditional approach of sending printed quotes via physical mail, indicating a preference for tangible documentation in some cases.

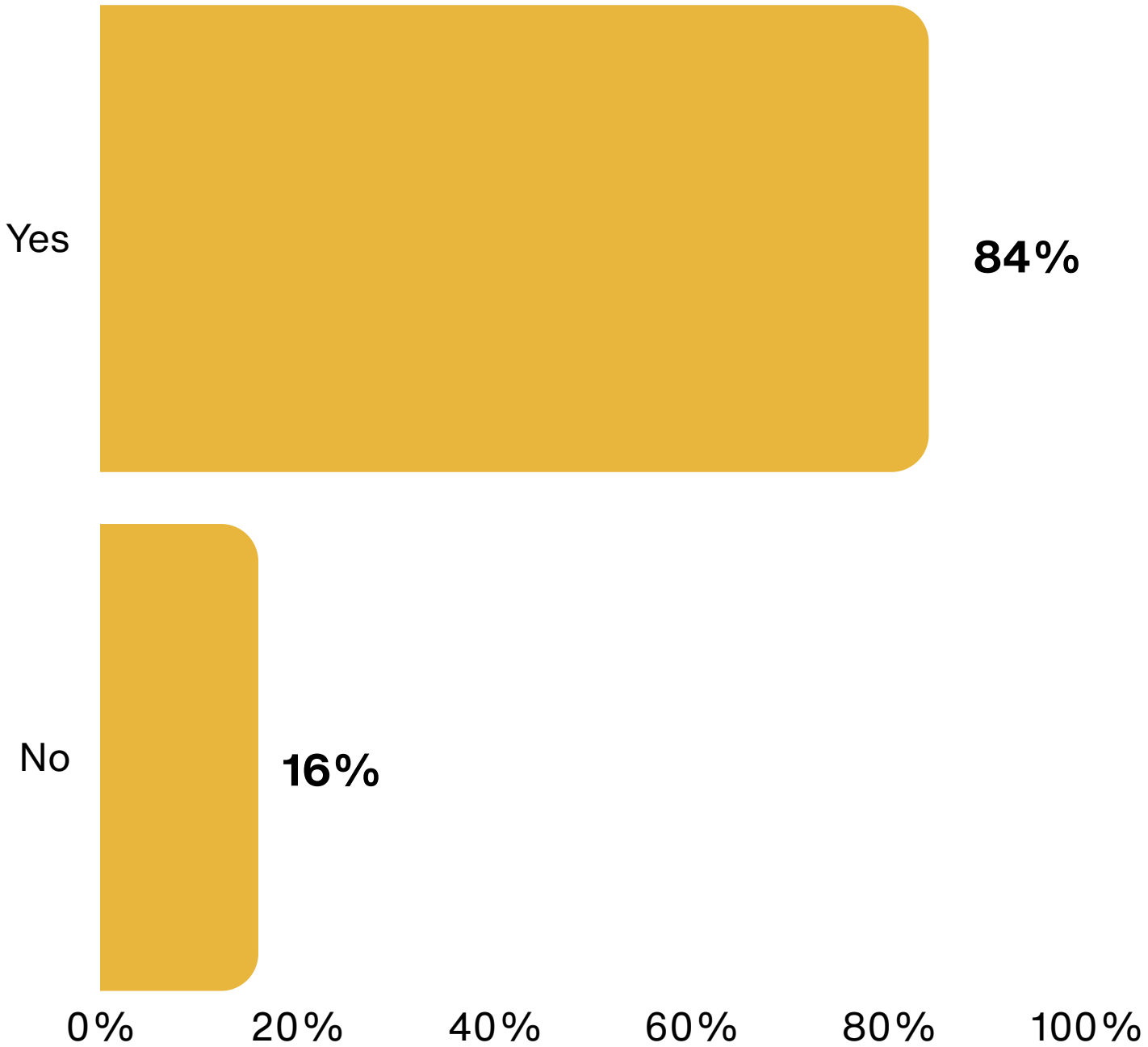
Another 24% choose to send quotes directly via email in PDF format, which aligns with modern communication practices and offers a convenient digital solution.

Interestingly, only a very small fraction, merely 1%, reported reviewing quotes in person with clients, implying that face-to-face interactions for quote presentations might be **less common** or necessary in certain industries or contexts.

Overall, these findings highlight the diverse range of methods employed by teams to share quotes, reflecting the evolving landscape of client communication and technology integration within businesses.



Does your firm use a Professional Services Automation (PSA) tool?



Based on the survey data, it's evident that the **vast majority** of respondents, 84%, indicated that their firm utilizes a Professional Services Automation (PSA) tool. This could imply several things about the industry or the nature of the firms represented in the survey.

Firstly, it might indicate a recognition of the **benefits** that PSA tools offer in terms of streamlining processes, improving efficiency, and enhancing project management capabilities.

Moreover, it could reflect a **growing trend** toward digital transformation within the professional services sector, with firms increasingly embracing technology to stay competitive and meet evolving client demands.

Additionally, the 16% who reported not using a PSA tool could signify a **potential opportunity** for growth or improvement in those firms, whether it be through better understanding of available tools, addressing barriers to adoption, or reassessing their current processes to determine if a PSA tool could add value.



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