

ZAGENO EVALUATION WORKSHEET

Feature

ZAGENO

Notes

Product Selection

# of SKUs	✓	Over 40 million distinct SKUs
# of suppliers	✓	Over 5,300 global suppliers of all sizes
Quality of products	✓	High-quality products across trusted brands
Variety of product categories	✓	Broad range of product categories
Supplier-agnostic search	✓	Agnostic search engine, free of marketing influence

User Experience

Search functionality	✓	Intuitive, AI-powered search with customizable filters (category, price, supplier, sustainability info)
Personalization features	✓	Create saved shopping lists, reorder easily, and collaborate via shared lists or group orders
Ordering workflow	✓	Multi-supplier cart building with custom approval workflows and automated tracking
Billing options	✓	Offers the option to receive a consolidated invoice with a single bill-to, with ZAGENO as the sole vendor of record

Pricing & Cost Transparency

Transparent pricing	✓	Clear breakdown of all costs, including shipping, no hidden margins
Pre-negotiated discounts	✓	Maintains existing supplier discounts while offering competitive rates
Competitive rates	✓	Ability to compare prices across suppliers in real-time
Real-time pricing/availability info	✓	Real-time updates on prices and stock availability
Quote management	✓	Streamlined quote requests, comparison of pricing, and terms across suppliers

Customer Service & Support

Support availability	✓	Accessible support during lab operating hours via email, phone, and live chat
Return policies	✓	Easy, straightforward return process with automated return management
Dedicated account manager	✓	Access to a dedicated customer success manager for end-to-end support
Supplier management	✓	Simplified supplier onboarding, contract negotiation, and invoicing
Nuanced Life sciences support	✓	Tailored solutions for product alternatives, backorder management, and supplier addition

Integrations

ERP Integration	✓	Integrates with ERP software like Microsoft Dynamics 365 and SAP ERP
P2P Integration	✓	Seamless integration with P2P platforms (Coupa, SAP Ariba, etc.)
Accounting Integrations	✓	Integration with QuickBooks, Xero, and other accounting systems
ELN & LIMS Integrations	✓	Connects with ELN and LIMS for streamlined workflows
PunchOut Capabilities	✓	Supports PunchOut catalogs for direct purchases from internal systems

Self-Service Functionality

Automated notifications	✓	Sends updates on delays and delivery changes automatically
Real-time order status	✓	Real-time tracking for orders across all suppliers
Predictive shipping	✓	Estimates future order arrival time based on past history
Automated 3-way matching	✓	Automates order, invoice, and receipt matching
Self-service returns	✓	Easy self-service initiation of returns

Reputation & Reviews

Customer testimonials	✓	Positive feedback from users across similar industries and research fields
Industry recognition	✓	Awards and partnerships with reputable industry organizations
Case studies	✓	Demonstrated success stories showing time and cost savings

Spend Visibility & Reporting

Real-time spend data access	✓	Advanced, real-time spend dashboard
Metrics and filters	✓	Filter data by timeframe, category, location, project, user roles, etc.
Custom views	✓	Customizable dashboard to focus on relevant metrics and timeframes
Budget utilization	✓	Accurate forecasting of budget usage for future experiments
Consolidated order history	✓	Review all historical order data across the organization
Audit trails	✓	Maintains transparent transaction history for compliance and auditing purposes