

INTAKE & ORCHESTRATION

BUILT IN, NOT BOLTED ON.

Raindrop is an AI-native Source-to-Pay platform built around a simple idea: Procurement starts with a request, not a transaction.

Procurement isn't magic—it's orchestration—and modern intake and orchestration platforms make it possible.

There's a better way.



YOUR PROCUREMENT TOOLS ARE MULTIPLYING FASTER THAN RABBITS

A shiny new intake platform here. A workflow automation tool there. Each one promised to solve your problems, but now you're drowning in disparate systems while suppliers sneak through the gaps.

THE MATH IS BRUTAL

Every new point solution adds its own subscription fees, implementation costs, and training requirements. But the real expense comes from what falls between these disconnected tools – missed savings opportunities, duplicate purchases, and suppliers who know exactly how to exploit your fragmented view.

A new trend is being told to add yet another layer – a fancy front-end for intake or a bolt-on orchestration (or workflow) engine. But piling more disconnected tools onto a broken foundation is like putting a fresh coat of paint on a crumbling wall.

At Raindrop, we take a fundamentally different approach. Intake and orchestration aren't features we bolted on to check competitive boxes. They're foundational capabilities built into our platform's DNA from day one. Why? Because we've lived through the pain of cobbled-together systems and knew there had to be a better way.



This guide shows you how to move beyond the Band-Aid approach to build Procurement processes that work. We'll explore with real customer examples along the way:

- ◆ **How disconnected systems multiply your Procurement costs**
- ◆ **What point solutions really cost your organization**
- ◆ **Where native integration beats bolted-on Procurement tools**
- ◆ **How Google Cloud Platform powers scalable Procurement**

Smart suppliers know how to work a fragmented procurement system. They find the cracks, exploit the inconsistencies, and make spend seem to disappear. It's not magic – it's fragmentation. With the right foundation, the illusion is over.

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THE HIDDEN COSTS OF DIGITAL DEAD ENDS

Remember that P-card solution from 2002? The one that was supposed to give you "managed spend data"? Two decades later, we're still chasing the same goal... Just with fancier tools and bigger price tags.

Today's Procurement teams face a familiar struggle. Each team's request kicks off its own adventure through email threads, Slack channels, and that spreadsheet nobody's updated since last quarter.

WHAT REALLY HAPPENS WHEN YOUR BUSINESS NEEDS SOMETHING

Here's why employees avoid Procurement: They don't know which form to use. Marketing needs software? There's a form for that. Legal needs outside counsel? Different form. IT wants to renew a subscription? Yet another form. Each one asks different questions, routes through different people, and requires employees to understand Procurement's internal processes before they can get anything done.

So they don't bother. They expense it. They use a personal credit card. They go rogue because it's faster than figuring out which of your seven intake forms applies to their situation.

Standalone intake tools like Tonkean and Zip emerged to solve this exact problem. Their pitch: business-friendly interfaces that guide users through buying without requiring a decoder ring. Instead of hunting for the right form, employees describe what they need, and the system figures out the rest.

The concept works – until the request leaves the intake tool. Then you're back to the same fragmented mess: the intake tool talks to your workflow engine, which talks to your contract system, which may or may not talk to your supplier database. Each handoff creates another opportunity for requests to stall, data to disappear, or approvals to get lost.



THE REAL COST OF DISCONNECTED SYSTEMS

Your "digital front door" only works if it actually opens into your Procurement process. Standalone intake tools promise to make requesting spend easier – and they do. But they can't fix what happens after the request gets submitted. The approval chains still live in spreadsheets. The contract data still sits in a separate system. The supplier information still requires manual lookup.

Employees end up frustrated because the easy part (submitting the request) doesn't fix the hard part (getting it approved and processed). Procurement teams end up frustrated because they're managing yet another tool that doesn't talk to the rest of their tech stack.

Raindrop eliminates that gap. When World Market's Chief Information Security Officer (CISO) team automated their supplier security review process, they didn't need to connect an intake form to a workflow engine to a security questionnaire tool. The intake form triggers the security questionnaire, routes it through the appropriate reviewers, and tracks the entire process in one system. Security reviews, sourcing requests, contract renewals, and travel approvals all run through the same foundational platform.

That's the difference between having a digital front door and having one that actually works. The door isn't the innovation. It's what the door connects to that matters.

WHEN WORLD MARKET'S CHIEF INFORMATION SECURITY OFFICER (CISO) TEAM AUTOMATED THEIR SUPPLIER SECURITY REVIEW PROCESS, THEY DIDN'T NEED TO CONNECT AN INTAKE FORM TO A WORKFLOW ENGINE TO A SECURITY QUESTIONNAIRE TOOL, THEY JUST USED RAINDROP.

WHEN SYSTEMS ACTUALLY TALK TO EACH OTHER

Real orchestration connects every part of your Procurement process automatically. When World Market receives a sourcing request through Raindrop, the system doesn't just route it to Procurement. It simultaneously pulls in multiple different subject matter expert groups – Tax, Privacy, Insurance, Legal, Finance, and others – based on the request type, dollar amount, and business context. No manual coordination. No email chains. The workflow logic handles it.

This happens because intake isn't a separate layer sitting on top of Raindrop. It's built into the platform architecture. When Trystar's CFO needed a new intake form for a specific process, their team cloned an existing one and modified it in 15 minutes. No IT involvement. No integration work. The form immediately connected to their existing approval chains, budget controls, and contract workflows because those connections already existed in the platform.

Compare that to bolting an intake tool onto your existing systems. Every new form requires mapping fields, testing integrations, and hoping the data makes it through to the other side. When 11 Systems needed their purchase requests to pull data from Oracle, Raindrop connected directly through RainConnect. The intake form automatically retrieves PO numbers from Oracle and updates the workflow status in both systems. One intake point. Multiple systems working together. No middleware trying to translate between incompatible platforms.

WHEN THE WORLD'S LEADING GLOBAL B2B TRAVEL PLATFORM CONSOLIDATED FOUR SEPARATE INTAKE FORMS INTO ONE SIMPLE RAINDROP INTAKE AND WORKFLOW, THEY ELIMINATED THE CONFUSION OF EMPLOYEES PICKING THE WRONG FORM.

THE TRUTH ABOUT POINT SOLUTIONS

Those standalone intake and workflow tools? They're like buying a steering wheel and expecting it to become a car. You need the engine (your sourcing process), the transmission (your contract system), and the wheels (your payment platform) all working together.

Here's what actually happens: An employee requests a consultant through your intake tool. Someone manually checks your contract system for existing agreements. They open your supplier database (except the supplier name doesn't match). They email Legal for review. Legal emails back approval. Someone updates the status in the intake tool. Finance needs budget approval through a different system. By week two, the employee already hired the consultant because "Procurement takes too long."

Want to know if you're stuck in point solution purgatory? Check these signs:

- ◆ **You've created separate email addresses for different request types (Procurement@, sourcing@, contracts@), but employees can't remember which to use, so they guess wrong or skip you entirely.**
- ◆ **Your forms tool can't see that the contract expired or that Legal flagged the supplier.**
- ◆ **Approvals live in a spreadsheet—one accidental delete equals three vanished requests.**
- ◆ **IT spends months updating integrations instead of shipping improvements.**
- ◆ **Nobody can tell you total spend with any supplier because three systems show different numbers.**

The problem isn't that these tools don't work. They do... in isolation. But when the world's leading Global B2B Travel platform consolidated four separate intake forms into one simple Raindrop intake and workflow, they eliminated the confusion of employees picking the wrong form.

Point solutions assume you can buy best-of-breed tools and connect them. In practice, every gap between systems becomes a place where requests stall, data disappears, and money leaks.

TIME TO LOOK BEHIND THE CURTAIN TO FIND YOUR HIDDEN POINT SOLUTION

Most teams only count subscription fees when budgeting for Procurement tools. But the real costs lurk behind the curtain in the gaps between systems. Use this quick calculator to see what fragmented tools really cost your organization.

Costs to Consider:

ANNUAL TECHNOLOGY

- Number of point solutions × average subscription cost
- Implementation fees for each new tool
- Integration costs between systems
- IT support hours × hourly rate

PROCESS INEFFICIENCY

- Hours spent copying data between systems × employee hourly rate
- Training time for each new tool × number of users
- Time spent reconciling data conflicts
- Delayed approvals impact on business operations

STRATEGIC IMPACT

- Missed savings from incomplete spend visibility
- Duplicate purchases across departments
- Supplier overcharges from disconnected regional contracts
- Auto-renewal costs from missed contract dates

Multiply these numbers by your transaction volume and employee count. The result? Often 2-3x what you're paying in subscription fees alone.

Most Procurement teams track software subscription fees but miss the real expense: everything that happens between these disconnected systems.

ADD UP YOUR ACTUAL COSTS:

SYSTEM COSTS (THE OBVIOUS PART)

Intake tool subscription: \$ _____

Workflow engine subscription: \$ _____

Module subscription cost(s): \$ _____

(SRM, CLM, Sourcing, eProc, AP, Analytics)

INTEGRATION COSTS (LESS OBVIOUS)

Initial integration build (per connection): \$ _____

Annual maintenance (per integration): \$ _____

IT hours spent troubleshooting broken connections: _____ hours × \$ _____ per hour

Consulting fees when integrations fail: \$ _____

MANUAL LABOR COSTS (ALMOST NEVER TRACKED)

Hours per week copying data between systems: _____ × \$ _____ hourly rate × 52 weeks

Time spent reconciling mismatched data: _____ hours per month × \$ _____

Email coordination between systems: _____ hours per month × \$ _____

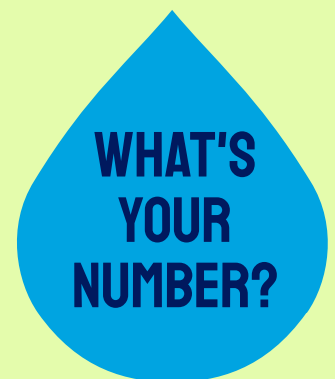
OPPORTUNITY COSTS (THE REAL KILLER)

Average days to process a request: _____ days

Requests that bypass Procurement entirely: _____ %

Annual unmanaged spend from people avoiding your "process": \$ _____

IT projects delayed because team is maintaining integrations: _____



REAL EXAMPLE

One mid-sized company calculated they spent \$180K annually on three point solutions. When they added integration maintenance (\$45K), manual data transfer labor (\$92K), and estimated rogue spend from frustrated employees (\$250K+), the true cost exceeded \$567K—for a Procurement process that still frustrated everyone.

BAND-AIDS VS. BUILT-IN: HOW RAINDROP SOLVES I&O

Most suppliers see your Procurement problems and wave their wand – another shiny point solution, another layer of complexity, another rabbit added to an already overflowing hat. Raindrop didn't buy the magic act. We built the stage.

AI CAN'T FIX A BROKEN FOUNDATION

Often Procurement and Finance platforms run on that same outdated foundation. Their core architecture predates cloud computing, machine learning, and even basic internet protocols. Adding AI capabilities means grafting modern tools onto systems built when "digital transformation" meant switching from paper to email.

The limitation isn't the technology – it's the platform it sits on. When your foundation was built to handle basic purchasing in an era of dial-up internet, no amount of artificial intelligence can turn it into a strategic Procurement solution.

This history explains why most Procurement platforms struggle with complex scenarios like supplier risk monitoring or global spend analysis. Their basic architecture simply wasn't designed for the scale and sophistication that modern Procurement demands.

WHAT'S THE MEASURABLE IMPACT?

Swapping fragmented point solutions for an AI-native platform creates ripple effects across the organization:

- ◆ **Implementation shrinks from "sometime next year" to "next quarter" or even "Next Month."**
- ◆ **IT finally escapes integration purgatory.**
- ◆ **Finance sees every commitment globally, in real-time.**
- ◆ **Employees stop finding workarounds because the system actually helps.**
- ◆ **Suppliers can't exploit gaps between your regional contracts.**

These aren't just efficiency gains – they're competitive advantages. When Procurement moves at the speed of business, opportunities don't slip away while requests route through outdated workflows.



WHERE MODERN PLATFORMS LEAVE LEGACY SYSTEMS BEHIND

Today's intake tools promise seamless processes.

Yet, companies still struggle with the same core challenges – managing spend, tracking commitments, and preventing leakage.

Something has to change.

GOING FROM REACTIVE TO PREDICTIVE

Procurement teams spend too much time fixing problems that never should have happened. A contract auto-renews at last year's inflated rates. Two departments buy the same software at different prices. A crucial supplier's stability drops while everyone's looking the other way.

Modern platforms spot these issues before they become problems:

- ◆ **Contract renewals surface months before deadlines, giving teams leverage instead of last-minute panic.**
- ◆ **Similar purchases across regions get consolidated automatically, closing the gaps suppliers love to exploit.**
- ◆ **Risk alerts trigger the moment supplier profiles change, not after problems hit the news.**
- ◆ **Spend patterns reveal opportunities buried in your data, from duplicate contracts to pricing discrepancies.**

Each of these capabilities shifts Procurement from cleanup crew to strategic partner. When systems spot problems early, teams can focus on capturing value instead of containing damage.

Take a simple software purchase. Traditional systems just route the approval. Smart platforms surface critical context: existing contracts with the supplier, similar tools already in use, recent pricing across regions. This makes routing requests faster and allows your teams to make better decisions from the start.

WORLD MARKET'S CISO TEAM AUTOMATED ITS ENTIRE SUPPLIER SECURITY REVIEW PROCESS. ITS DEDICATED INTAKE FORMS NOW TRIGGER QUESTIONNAIRES AND COMPLIANCE CHECKS WITHOUT MANUAL INTERVENTION.

BUILDING INTELLIGENCE FROM THE GROUND UP

Google Cloud Platform processes more documents daily than most systems see in their lifetime. That's not a trick – that's the foundation Raindrop built upon. This goes beyond tweaking legacy code or polishing old illusions. It's about embedding intelligence into every layer of the platform, so the magic isn't a moment. It's the architecture.

- ◆ **The system truly understands what users need when they type natural requests.**
- ◆ **Machine learning spots patterns humans would miss, from spend trends to risk signals.**
- ◆ **Workflows adapt automatically based on how your organization really operates.**
- ◆ **Risk monitoring never sleeps, scanning your entire supplier ecosystem continuously.**

This deep integration means every transaction makes the system smarter. While other platforms force users to adapt to rigid rules, Raindrop learns and grows with your organization.

Consider 11 11 Systems' Procurement operation. Its team needed real-time integration with Oracle for purchase order data. Raindrop provided direct integration with RainConnect that automatically pulls PO numbers and requisition data from Oracle into the workflow – no middleware or multiple interfaces required.



11 11 SYSTEMS' PROCUREMENT TEAM NEEDED REAL-TIME INTEGRATION WITH ORACLE FOR PURCHASE ORDER DATA. RAINDROP PROVIDED DIRECT API INTEGRATION THAT AUTOMATICALLY PULLS PO NUMBERS AND REQUISITION DATA FROM ORACLE INTO THE WORKFLOW — NO MIDDLEWARE OR MULTIPLE INTERFACES REQUIRED.



UNDERSTANDING WHY MODERN INFRASTRUCTURE MATTERS

Three cloud platforms dominate enterprise software: Amazon Web Services, Microsoft Azure, and Google Cloud Platform. Each offers different advantages. AWS excels at scalability. Azure integrates with Microsoft tools. But GCP processes more documents than any system in history.

Raindrop chose GCP for a reason. Google's infrastructure has spent decades learning from every internet search, every shared document, every scanned file. This massive knowledge base powers Procurement capabilities that bolt-on AI tools can't match.

But modern infrastructure isn't just about internal processing power – it's about connection. When that technology services company needed Oracle integration, traditional approaches would have meant months of custom development, middleware configuration, and testing. RainConnect, Raindrop's integration platform, delivered it in weeks. The same applies when you need to connect your ERP, contract system, or any other enterprise tool. Days to weeks, not months.

This matters because your Procurement process doesn't exist in isolation. Every request touches your financial systems, your contract repositories, your supplier databases. Legacy platforms treat integrations as afterthoughts expensive projects that require dedicated IT resources and break every time something updates. Modern infrastructure treats integration as core functionality. When your CFO needs a new intake form that pulls budget data from your ERP, you build it in hours, not quarters.

Modern infrastructure gives you a jet engine. Everyone else is bolting one onto a propeller plane. The platform spots hidden supplier patterns, learns from every transaction, gets smarter by the minute, and connects to your existing systems without the integration nightmare. No waiting years for meaningful upgrades or watching competitors pass you by.

THE FUTURE OF PROCUREMENT WON'T COME IN PATCHES

Point solutions pile up. Bolt-on tools multiply. Every new patch is just another layer of smoke and mirrors – adding cost and complexity while suppliers find new gaps to exploit. The illusion holds just long enough for everyone to look the other way. The cycle continues until someone finally asks the only question that matters: why are we still building on a broken foundation?

Modern Procurement needs more than digital Band-Aids. It demands a platform that thinks ahead, learns from every transaction, and turns scattered data into strategic insights. One that embeds intelligence into its core instead of grafting AI onto legacy code.

Raindrop delivers exactly that. Not because we added features to check boxes, but because we built intake and orchestration into our foundation from day one. The result? A platform that grows smarter with every transaction, while suppliers find their favorite gaps closed for good.

*Ready to
stop patching
and start
transforming?*

*Let's talk about building your
Procurement foundation right.*

Raindrop is an AI-native platform that brings structure and visibility to how organizations manage spend. By orchestrating every request—from intake through payment—into a single flow, Raindrop helps teams reduce friction, ensure compliance, and make better financial decisions in real time.

Want to know more? Just Raindrop us a line.