

Supplier evaluation

NORTHWIND / PROCUREMENT / ILLUSTRATIVE OPTIONS

Decision to make

Choose a support platform for a 25-person operations team. The selected service must support clear ownership, exportable records and a tested recovery process.

Evaluation approach

- Demonstrate the same request journey with every supplier.
- Record evidence separately from claims made during the demonstration.
- Keep unresolved questions visible before signing.

Recommendation

Take Cedar to a controlled pilot. Confirm export completeness and escalation coverage before making a final selection.

Evidence comparison

A landscape section gives each criterion enough room for a useful explanation.

Option	Request ownership	Data export	Recovery evidence	Commercial question
Cedar	Named owner and queue history shown	CSV and attachment export demonstrated	Restore exercise supplied	Confirm support response window
Birch	Queue ownership shown; individual handoff unclear	CSV shown; attachments untested	Procedure supplied; exercise pending	Confirm annual uplift
Maple	Ownership and escalation demonstrated	Full export pending pilot	Restore exercise supplied	Confirm exit assistance