



**OpSource**<sup>™</sup>  
The SaaS Delivery Experts

## Case Study

# TakeCharge Chooses OpSource to Deliver On-Demand Spend Management Solution

*"We didn't want a company that just provided servers. We wanted a company that understands partnership, market needs, and the challenge of constant change."*

— Debbie Hamel  
President and CEO,  
TakeCharge Technologies

## On-Demand Company

TakeCharge Technologies is the value leader in spend management business service solutions focusing on procure-to-pay compliance and information management. Spend management is the way in which companies control and optimize the money they spend. TakeCharge helps its customers gain control of spend, delivering financial savings and allowing them to leverage the wealth of information throughout the procure-to-pay process. Customers are empowered to "own", control and manage their spend information and processes. This leads to financial benefit, increased rebates and card program cost savings. With the TakeCharge ProCharge™ solution, users gain procure-to-pay compliance for expenditure account reconciliation, controls for eliminating duplicate payments, and detection and prevention of misuse, which satisfies internal and external regulations.

## TakeCharge Requirement

For its ProCharge solution, which enables both public and private sector organizations to streamline processes and simplify management, TakeCharge wanted a reliable on-demand delivery platform that included full protection for client data and privacy of communication. TakeCharge also wanted a partner who understood its growth needs, would help it meet new challenges as they evolved, and provide a pricing model consistent with its own revenue expectations.

## Complete Solution

OpSource provided TakeCharge with a complete on-demand infrastructure, including application management, constantly updated security, and high quality 24x7 customer support. In addition, OpSource's Success-Based Pricing gives TakeCharge a comprehensive SaaS vehicle without the substantial startup expenses it would otherwise have faced.

ProCharge enables its customers to monitor all purchase and payment activities and comply with all corporate and regulatory

## Customer Profile



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**Industry**  
Spend management solutions

## OpSource Solution

- OpSource On-Demand
- Success-Based Pricing

## Key Benefits

- 100% up time guarantee
- Elimination of large up-front capital expense for on-demand infrastructure
- Expert 24X7X365 monitoring and customer support
- Constantly updated security

requirements. In delivering this solution through a user-friendly interface across all accounting, purchasing, and financial environments, TakeCharge knew that performance and availability were critical. It was reassured by OpSource's guaranteed 100% uptime and by knowing that OpSource constantly monitors network performance and performs regular security audits to ensure continuously-updated best practices and firewalls.

*"We were impressed by the business model, the people, and the support that OpSource could provide,"* notes Hamel. The company was looking for a SaaS provider to *"evolve with us as TakeCharge*

## You Build It. We Deliver It.

### Complete Solution (continued)

and our clients evolve.” Takecharge knew that change would be an ongoing challenge, and it wanted a partner who understood this and showed itself ready to respond to challenges as they arose. “OpSource has been extremely responsive in helping us roll out our solution and connecting us with a community of like-minded companies in which we can work together to build a network of solutions that complement each other and build mutual success.”

OpSource also proved its ability to help to respond to the challenges TakeCharge faced by offering Success-Based Pricing<sup>SM</sup>, which removed cost barriers by offering a pay-as-you-go pricing structure similar to the one TakeCharge employs with its on-demand clients. Costs increase only as TakeCharge’s on-demand revenues increase.

Scalability was another key issue. OpSource enabled the company to be fully operational, with optimal performance and support in place, and still be able to expand virtually without limit. In addition, by having OpSource take full responsibility for its SaaS delivery, TakeCharge retained the flexibility to respond more easily to innovations in SaaS technology in the future. The company can now focus exclusively on product development and marketing, without having to absorb new staff or be distracted by performance and customer support issues.

### Why OpSource?

With OpSource’s complete SaaS solution, TakeCharge knew that it could expect optimal performance, security, and superior customer service. TakeCharge also saw in OpSource a true partner, who could not only structure its own services to help the company break into a new market but respond to new needs as it grew. OpSource’s Success-Based Pricing<sup>SM</sup> made on-demand delivery economically feasible, and OpSource provided the scalability and flexibility that TakeCharge needed to handle growth and inevitable technological changes as they occur. TakeCharge was free to concentrate on its core competencies to maintain leadership in the marketplace.

## About OpSource

OpSource<sup>TM</sup>, the SaaS delivery experts, is focused on providing the operational infrastructure and ongoing services that enable software companies, On-Demand businesses, and Web applications providers to deliver and maintain the highest quality Web-based solutions. By choosing OpSource as a SaaS partner, OpSource customers are freed from infrastructure management and can focus on improving applications and acquiring new customers. The OpSource On-Demand<sup>SM</sup> infrastructure enables businesses to deploy SaaS and Web-based applications quickly, cost effectively, securely, and with high-quality standards. Companies at any stage in the application lifecycle, delivering any type of application, can benefit from our comprehensive services and expertise. OpSource is the only company to offer Success-Based Pricing<sup>SM</sup>, a unit-based pricing model that allows businesses to begin with a modest minimum commitment and their expenses scale only when their revenue increases.

For more information about OpSource, visit [www.opsources.net](http://www.opsources.net).



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