

Tender Management

Scenario

ABC Suites (Pty) Ltd

Many businesses are realising the value of a tender management solution – HSO Blog

The Challenge:

At Jack Pott's previous company, tendering was a hit-and-miss affair. The process was managed on spreadsheets, with deadlines tracked manually and responsibilities often unclear. Valuable opportunities slipped through the cracks due to missed submissions, last-minute scrambles, and lack of coordination between contributors.

When Jack joined ABC Suites as Tender Manager, he saw the same risks emerging. With multiple tenders on the radar and input needed from various departments, he needed a smarter way to manage the process—one that kept everyone in the loop, tracked progress in real time, and improved the company's win rate.

How ABC Suites uses epic:

Epic's **Tender Management** feature gave ABC Suites the structure, visibility, and collaboration tools needed to turn bidding into a strategic advantage.



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Live Online Workflow: Jack now manages tenders through a centralised, cloud-based system where contributors can add comments, upload documents, and track progress—whether they're in the office or out in the field using the Epic mobile app.

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Automated Deadline Reminders: Critical dates are flagged with automatic alerts, ensuring that submissions are never missed and contributors stay ahead of schedule.

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Collaborative Input: Everyone involved in the tender process—from finance to operations—can contribute in real time, reducing bottlenecks and improving the quality of submissions.

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Performance Reporting: Epic generates live reports showing tender statistics across any time period, giving Jack and leadership insight into conversion rates, submission volumes, and trends.

The result? ABC Suites saw an immediate improvement in tender success. The process became smoother, more transparent, and far more effective—turning what was once reactive and risky into a confident, data-driven operation.

“From spreadsheets to strategic wins—Epic’s Tender Management feature helped ABC Suites bid smarter, faster, and together.”