

# We are proud of what our customers think about Raindrop Contract Lifecycle Management (CLM)

Our customers had a lot to say when it came to rating Raindrop solutions for the Spend Matters SolutionMap Spring 2025. Participants, like Raindrop, are scored on technical capability and customer ratings; we think the results speak for themselves.

raindrop

SpendMatters®

SolutionMap  
VALIDATED  
2025

✓

S2C

SpendMatters®

CUSTOMER  
FAVORITE  
2025

♥

“Raindrop’s modules are all on one platform, enabling rapid data transfer and harmonization between modules.”

Sourcing

SpendMatters®

CUSTOMER  
FAVORITE  
2025

♥

Spend Analytics

SpendMatters®

CUSTOMER  
FAVORITE  
2025

♥

“STRENGTHS: Strong support for projects within the contracts module. — Support for templates and native contract authoring is strong against top competitors.”

Raindrop Customer Scores

Raindrop customers rated our Contract Lifecycle Management (CLM) solution ahead of their peers — in every single category.

Contract Lifecycle Management > Customer Scores

Scores of different customer-related KPIs based on customer surveys.

Handle specific needs  
Industry expertise  
Innovation  
Process expertise  
Quick deployment  
ROI  
Systems integration  
TCO  
Business Value  
Compliance expertise  
Configurability

— Benchmark  
— Raindrop

Depicts the relative performance of Raindrop against the Spend Matters SolutionMap technology benchmark rankings

Raindrop received top customer scores.

QUICK DEPLOYMENT

+

ROI

+

TCO

+

BUSINESS VALUE

+

LEGEND

UNAVAILABLE FUNCTIONALITY

BELOW BENCHMARK

AT BENCHMARK

ABOVE BENCHMARK

TOP

CLM Customer Leader

Raindrop came out way ahead as a Customer Leader.

S2C > CLM

Solutions that automate the authoring, negotiation, execution, implementation, monitoring and renewal of B2B contracts (with an emphasis on supplier contracts).

Customer Leaders

ebidtopay  
Mercaris  
MerLIN  
Raindrop

MARKET FIT | SME | Mid-Market | Enterprise

Solutions for large/multinational enterprises (revenues>\$1B/year). Typically advanced functionality, complex deployment and global services & support.

Depicts the relative performance of Raindrop against the Spend Matters SolutionMap technology benchmark rankings

CLM Value Leader

Raindrop is a Value Leader and the furthest ahead in customer scoring.

S2C > CLM

Solutions that automate the authoring, negotiation, execution, implementation, monitoring and renewal of B2B contracts (with an emphasis on supplier contracts).

Value Leaders

Coupa  
Jaggaer  
Ivalua  
Raindrop

MARKET FIT | SME | Mid-Market | Enterprise

Solutions for upper mid-market (revenues \$100M-\$1B/year). Typically highly configurable functionality, enabled with content (i.e., templates, intelligence) and capability to support multiple regions

Depicts the relative performance of Raindrop against the Spend Matters SolutionMap technology benchmark rankings

Most Differentiating

Raindrop was above the benchmark in Compliance Expertise and Configurability.

Contract Lifecycle Management > Most Differentiating

Scores of different customer-related KPIs based on customer surveys.

Compliance expertise  
Configurability

— Raindrop  
— Benchmark

Depicts the relative performance of Raindrop against the Spend Matters SolutionMap technology benchmark rankings

Value Beyond Tech

Raindrop was a top scorer in Value Beyond Tech.

Contract Lifecycle Management > Value Beyond Tech

Scores of different customer-related KPIs based on customer surveys.

Compliance expertise  
Industry expertise  
Innovation  
Process expertise

— Raindrop  
— Benchmark

Depicts the relative performance of Raindrop against the Spend Matters SolutionMap technology benchmark rankings

Value Generation

Raindrop scored on top for Quick Deployment, Business Value, Total Cost of Ownership (TCO), and Return on Investment (ROI).

Contract Lifecycle Management > Value Generation

Scores of different customer-related KPIs based on customer surveys.

Quick deployment  
Business Value  
TCO  
ROI

— Benchmark  
— Raindrop

Depicts the relative performance of Raindrop against the Spend Matters SolutionMap technology benchmark rankings

Expectation Delivery

Exceeding expectations across the board, especially with Configurability and User Experience (UX).

Contract Lifecycle Management > Expectation Delivery

Scores of different customer-related KPIs based on customer surveys.

Configurability  
Customer Satisfaction Score  
Expectations Met  
Handle specific needs  
Systems integration  
UX

— Raindrop  
— Benchmark

Depicts the relative performance of Raindrop against the Spend Matters SolutionMap technology benchmark rankings

Positive Customer Feedback

Quick deployment, easy to use and provides a one-stop shop for processes.

Cost efficiency, continuous innovation, customer support, accessibility and scalability, analytics and reporting, enhanced security, customization and flexibility, integration capabilities, user-friendly interface.

Use of AI in automation of contracts authoring and invoice processing automation. Also as a strong customer success team.