

These HR software vendors wouldn't budge

Until Dark Horse took over contract negotiations and saved their client \$150,000

Inflexible vendors + internal politics

A US paper company needed to renew their HR software contracts with two separate suppliers, but both vendors were playing hardball: prices were set to jump hundreds of thousands of dollars for the client's three-year renewals. With slim margins and rising costs, the paper company couldn't accommodate that kind of increase.

Despite significant amounts of time spent negotiating, the software providers wouldn't budge on the hefty increases in any meaningful way. They knew that the paper company's execs were happy with the relationship and had no intention of switching suppliers.

To add even more challenge, there were some internal politics involved on the client's side of things. The HR folks weren't particularly invested in pushing hard for a lower price because they weren't actually paying for it: that came out of the IT Department's budget. On the other hand, the IT team was wary of alienating HR by pushing too hard.

They were at a standstill, so Dark Horse was called in – and by taking the politics out of the equation, we saw immediately that there was room for a better deal.

Restarting without direct client involvement

Dark Horse took over negotiations on the client's behalf. Because we weren't impacted by the internal politics of the situation, we could "step on a few toes" without negatively impacting the relationship. We conducted lightning rounds of discussions with each supplier, countering all their sales tactics with insights gleaned from our global advisory network of senior IT sales leaders.

Vendor: UKG



The result: \$150K saved

After several honest discussions over seven days, we came to an agreement everyone could live with.

We negotiated the price increases down to a much smaller amount compared to what the suppliers had initially insisted was non-negotiable. The IT team was happy, the HR team was pleased – and the relationship with the vendors stayed positive. A win for everyone!

Last-mile negotiations are our specialty

Dark Horse negotiators know IT. We've lived it our entire careers and are skilled at getting the best deals done while keeping everyone happy. Think your offer could be better? Send us the contract. We'll review it in 4 hours at no charge, and we'll let you know if we think there's room for improvement.

Your move? Think before you ink.

BOOK A CALL TODAY