



2025 Business Highlights

In 2025, we continued to have all of Ontario’s educational institutions participate in and leverage OECM agreements.

School Boards, Colleges and Universities

Healthcare Institutions or Hospitals

Municipal and Related Services Entities

Other Broader Public Sector and Not-for-Profit Organizations

116

174

325

529

87%

Percentage of OECM’s agreements and product/service offerings utilized by Ontario’s education sector

1,144 Total Active Customers

In addition to our education sector customers, as of December 31, 2025, we had 1,028 non-education sector customers actively using our Marketplace, including 529 other Broader Public Sector and Not-for-Profit organizations, 174 Healthcare institutions or Hospitals, and 325 Municipal and Related Services entities. Despite continued global unrest, ongoing supply chain disruptions, and demanding market conditions, 2025 was a record year for OECM – marked by increases in collaborative Spend, customer growth, and product and service offerings.

Key Stats

\$821M

Total Collaborative Spend (in millions)

Collaborative Spend

Collaborative Spend provides the ultimate measure of OECM’s customers’ participation and support. In 2025, OECM had a total of \$821 million in collaborative Spend.

113

New OECM customers in 2025

Active Customers

OECM is a customer-based organization that provides savings, choice, and service to its 1,144 customers. In 2025, we welcomed 113 new OECM customers.

98

Total products & services categories in 2025

Products & Services

OECM offers products and services that can be facilitated best through collaboration. In 2025, we had 98 categories of products and services available through our Marketplace.

OECM: An Integrated Service Approach

In 2025, OECM continued to demonstrate that our strength lies not only in the agreements we deliver, but in how we deliver them. Our integrated service approach connects Strategic Sourcing, Supplier Relationship Management (SRM), Customer Relationship Management (CRM), Business Development (BD), and Marketing and Communications (MarCom), with the support of Corporate Services – encompassing Finance, Business Intelligence (BI), Information Technology (IT), and Human Resources (HR) – to enable one coordinated operating model focused on public sector value.

This approach ensures that every agreement launched, every customer supported, and every supplier engaged reflects a shared commitment to service excellence, compliance, innovation, and responsible growth. The result is a collaborative ecosystem that strengthens the broader public sector procurement landscape and reinforces our role as a trusted partner in Ontario and beyond.

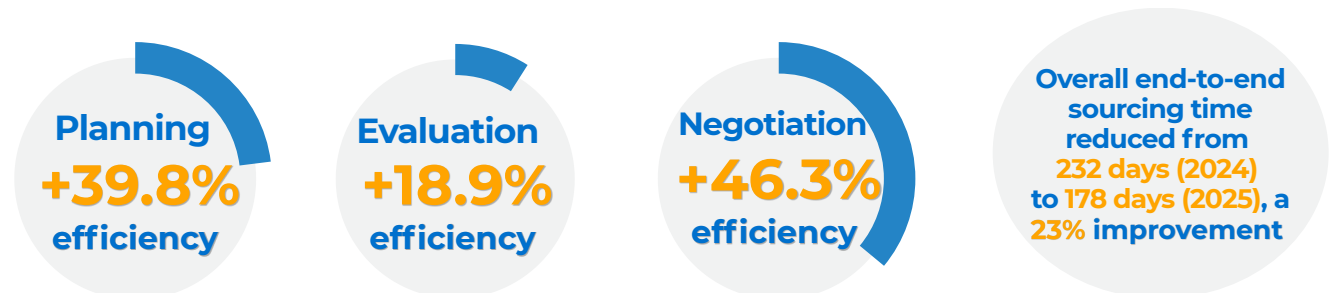


OECM.CA/MARKETPLACE

[See our complete Marketplace of Agreements.](#)

Delivering Value Through Procurement Excellence Advancing the Sourcing Plan

In 2025, Strategic Sourcing achieved 100% of its annual targets and exceeded its net new project goal, reinforcing OECM's disciplined execution of its Growth Plan. Of note, significant cycle time improvements across all sourcing stages were realized, including:



These efficiencies translate directly into faster access to compliant, high-quality procurement solutions for our customers – reducing administrative burden while maintaining robust governance and oversight.

Flagship Retender: End-User Computing (EUC)

In February 2025, OECM launched the third generation of its End-User Computing (EUC) Products and Related Services agreement, featuring 11 supplier partners and 10 OEMs. The introduction of Apple OEM through four suppliers further expanded customer choice and value.

The success of the EUC retender reflects coordinated effort across departments:



Together, these efforts strengthened OECM's position, enhanced pricing and value, and reinforced our leadership in a critical procurement category. [Learn more about OECM's EUC Agreement.](#)

Navigating External Pressures

In a year marked by geopolitical uncertainty and U.S. tariff considerations, OECM re-engineered its procurement tools, implemented enhanced risk assessments, and refined compliance controls to ensure alignment with policy changes, helping customers navigate complexity while reducing administrative burden.

By embedding risk mitigation into our sourcing strategy, OECM protected customer interests while maintaining fairness, transparency, and adherence to trade agreements and BPS directives.

Learn more about [OECM's Approach to Navigating Tariffs](#) and [Supporting Canadian Suppliers](#).

[See OECM's complete list of upcoming agreements and sourcing projects >](#)



Strengthening Supplier Partnerships

OECM's integrated approach extends beyond contract award. Supplier Relationship Management (SRM), with BD, CRM and MarCom support, ensures that agreements deliver sustained value throughout their lifecycle.

Driving Performance and Recognition

In 2025, SRM managed:

\$821M
in Spend across
785+
master agreements,
reflecting continued
growth

1,492
Customer-Supplier
Agreements
(CSAs) reviewed
and processed

124
supplier
orientation
sessions

1,450+
supplier engagement
meetings and
business reviews

100+
second-stage
requests facilitated
on behalf of
customers

Enhancements to the **Supplier Recognition Program (SRP)** included incorporating Indigenous participation criteria and adding customer testimonials to the evaluation process. These refinements strengthen alignment with OECM's values and commitment to reconciliation. In 2025, OECM's SRP was recognized for advancing ESG with a prestigious **Sustainable Purchasing Leadership Council (SPLC) Leadership Award**.



Digital Transformation: Enhancing Efficiency

Internally, digitizing approval processes significantly reduced manual effort and improved workflow efficiency. Automation of approval circulations and data population enhanced service responsiveness and transparency, allowing teams to focus on strategic oversight rather than administrative processing.

Dedicated Supplier and Customer portals, accessible via OECM's website, further modernized engagement by providing streamlined access to information and strengthening digital collaboration. Since launch, the Customer Dashboard has generated 19,057 views.



[Learn more about OECM's Supplier Portal and Customer Dashboard.](#)

Elevating the Customer Experience

At the heart of OECM's integrated service model is our deep commitment to customer service and success.

Unprecedented Customer Satisfaction

OECM's third Customer Satisfaction Survey, conducted by an independent third-party provider, reported exceptional results, including:



Overall
Satisfaction

91%

Satisfaction with product
and service quality

90%

Satisfaction with the quality of OECM's
communications

91%

Net Promotor
Score

90.3

Customers would
recommend OECM

9 in 10

These results reflect the quality of our agreements and the value of the coordinated support provided by OECM's integrated teams. [Click here for more survey highlights!](#)

Supporting Growth and Engagement

Customer engagement reached new levels in 2025:

2,350+ Customer inquiries addressed
(27% increase from 2024)

800+ Webinar attendees, including
260+ participants at a Second
Stage Process session

100+ Customer business review
meetings

100+ Onboarding sessions

100+ Second-stage requests
facilitated

CRM and Business Development teams worked closely to convert outreach into meaningful engagement, and for the first time in OECM's history, active non-education customers surpassed 1,000, reflecting successful diversification into municipal, developmental services, and health sectors.

MarCom amplified agreement visibility through targeted campaigns and digital analytics, issuing over 140 communications in 2025 and achieving an average open rate of 47.3%, well above industry benchmarks. OECM's social media influence also reached unprecedented levels, with over 10,900 followers engaged through LinkedIn. The team introduced the Customer Dashboard, along with enhancements, including a promotions and webinars page, making information easier to find and more accessible for customers.



Strategic Partnerships and Sector Engagement

OECM's integrated approach extends beyond transactional procurement. Through partnerships and sector alliances, we strengthen the public procurement ecosystem.

Expanding Sector Reach

In 2025, OECM:

- Strengthened alliances with the Municipal Finance Officers' Association (MFOA) and municipal associations
- Expanded presence through Ontario Public Buyers Association (OPBA) committee memberships and championed **a new training program** for elected officials and senior leaders in Ontario's public sector as part of our joint Education Initiative Partnership
- Continued collaboration with the Ontario First Nations Economic Developers Association (OFNEDA) and Indigenous communities
- Advanced procurement initiatives with the Ontario University Procurement Professionals Management Association (OUPPMA) and the Ontario Colleges Purchasing Managers Association (OCPMA)

Strategic partnerships with Humber College and Seneca College supported innovation through capstone projects focused on supplier data validation and AI-enabled procurement processes. Participation in the **Canadian Collaboration for Sustainable Procurement (CCSP) working group** and the Infrastructure Client Group (ICG) with the **Canadian Association for Sustainable Infrastructure Services (CASIS)** reinforced OECM's commitment to sustainable sourcing and ESGI integration.

As the National Public Sector Champion for the National Institute of Supply Chain Leaders (NISCL), OECM also supported several NISCL initiatives, participating in Live Chats and Webinars, sponsoring the NISCL Gala Public Sector Team Award, and championing the NISCL-CSCP and MCIPS Certification Program and the Foundations Course – Certificate Program.



Events and Knowledge Sharing

OECM co-hosted several supplier and sector events, including the [3rd Annual Procurement Summit](#) and collaborative engagement sessions with supplier partners such as Dell, Fastenal, and Pinchin. These forums strengthened relationships, facilitated knowledge exchange, and enhanced alignment between customer needs and supplier capabilities. We were also proud to be named the [Program Partner for Empowered Kids Ontario's Spring Symposium](#).

Thought leadership articles published in 2025 addressed collaboration, strategic partnerships, and the role of technology and automation in public procurement – reinforcing OECM's voice as a trusted sector leader.

[Browse OECM's Thought Leadership Articles.](#)



Enabling Infrastructure

Behind every agreement and partnership is a foundation of strong governance and digital enablement. OECM's Corporate Services team – comprising Finance, Business Intelligence, Information Technology and AI – strengthened organizational performance and resilience through coordinated financial oversight, advanced analytics, and responsible technology adoption.

This included promoting increased electronic payment adoption through proactive supplier outreach, reinforcing our ESG commitment while reducing risks associated with paper based payments, and advancing enterprise-wide business analytics, including supplier and customer dashboards, to ensure financial insights inform strategic decision-making.

The team also supported the integration of AI tools across the organization, enhancing productivity, enabling evidence-based decisions, and driving greater operational efficiency.

These initiatives reflect a responsible and measured approach to innovation, balancing opportunity with risk management and data protection.

