

# ariba@work

## CUSTOMER SPOTLIGHT



**Department of  
Education & Training**

Department of Education and Training,  
State of Victoria, Australia

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—Ms Gail Hart, General Manager Shared Services Division, The Department of Education and Training, State of Victoria, Australia

### THE DEPARTMENT OF EDUCATION AND TRAINING (DE&T), STATE OF VICTORIA, AUSTRALIA MEETS STATE PROCUREMENT DIRECTIVE WITH ARIBA SPEND MANAGEMENT

In 1999 the Government for the State of Victoria, Australia launched EC4P (Electronic Commerce for [4] Procurement), an initiative aimed at increasing purchasing process efficiencies, reducing cycle times and cutting purchasing-related costs across all State Government Departments. In order to be compliant with the new program, the State's Department of Education and Training (DE&T) decided it needed an electronic procurement solution which could streamline the purchasing process from requisitioning through to invoicing. The solution needed to also support the DE&T's decentralized purchasing model and enable downsizing of the Department's Shared Services area.

### ARIBA SPEND MANAGEMENT SOLUTION

After an extensive evaluation of technology and services vendors, the DE&T selected Ariba Spend Management solutions and began implementing Ariba® Buyer™ and Ariba® Invoice™ for procurement and invoice management and automation. Critical factors in the selection of Ariba included the robust features, the ease of use, and the ability to integrate the Ariba solutions with the DE&T's Oracle ERP system.

### END TO END RESULTS

The DE&T went live with Ariba Buyer and Ariba Invoice in August 2002 to a pilot group of business units including 100 users across requisitioning, invoice processing and authorizing roles. During October 2002 to March 2003 the Department expanded the deployment to include all of its Head Office and Regional business units, and now has over 650 users.

Currently the DE&T channels 85 percent of its annual transactions, excluding departmental grants and facilities construction contracts, through its Ariba Spend Management solution.

“The Ariba solution handles all our requisitioning, right from employees desktops, and provides a single system to approve, track, and receive orders, and then trigger payment,” said Ms Gail Hart, General Manager Shared Services Division. “Among other benefits, including purchasing compliance and better visibility, we experienced a dramatic increase in process efficiencies which enabled a reduction of accounts payable headcount from 12 to two, freeing up those resources for more strategic projects within the department.”

In addition to the increased process efficiencies, the Ariba Spend Management solution enabled the DE&T to meet the State's eProcurement requirements and become EC4P certified.

The next implementation phase of Ariba Spend Management solutions at the DE&T is already underway, and involves the expansion to other spend categories, including on-line Hospitality approval, Asset addition information capture, and on-line Purchase Card reconciliation. This next phase should be completed by the end of 2003, and the Department estimates it will manage 95 percent of its non-grant/construction contract transactions through the Ariba Spend Management solutions.



**Spend Management.**  
Find it. Get it. Keep it.

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