

# Lyreco Supplier Spotlight



## Automating processes creates efficiencies across continents



### Customer Profile

Headquartered in France, Lyreco started as a family business more than 80 years ago and has grown into one of the world's largest office product supply companies. Active in 29 countries, Lyreco serves small and medium-sized businesses, public sector organizations, and commercial companies. Lyreco

customers benefit from expert product sourcing and global buying power as well as local knowledge, support, and service.

### The Challenge

Processing approximately 63,000 orders per day—with guaranteed next day delivery—Lyreco is focused on creating a consistent user experience and achieving high customer satisfaction levels in all markets.

Lyreco customers order from print catalogs, online catalogs, via fax, or by phone. Moving customers to order online through the Ariba® Supplier Network™ enables Lyreco to improve service, lower costs, and reduce manual intervention throughout the order-to-invoice process. However, efficiently managing hundreds of Electronic Data Interchange (EDI) requests each year is a challenge because of diverse customer requirements and also because Lyreco is often used as a pilot supplier for eBusiness implementation.

### The Solution

Lyreco first joined the Ariba Supplier Network in 2000 at the request of corporate customers who wanted Lyreco to be integrated into their Ariba-based purchasing processes. Today, Lyreco supports electronic ordering, order acknowledgement, advanced ship notice, eInvoice, PunchOut and static catalogs.

"Our eBusiness strategy and use of the Ariba Supplier Network supports consistent high-quality service while achieving efficiencies throughout the order-to-invoice process, allowing us to be competitive in 29 countries and across different continents."

— Jocelyn Lescure, Group eBusiness Manager

As Lyreco grows, the Ariba Supplier Network enables the company to offer one platform that meets specific ordering and invoicing requirements for every customer.

Lyreco has a Best Practice Guide for Ariba Customer Implementation and eBusiness teams in each of 29 countries work closely with customers to ensure a timely and successful eBusiness implementation.

### Adding Up the Benefits

As a supplier on the Ariba Supplier Network, Lyreco offers an eBusiness solution in any market with the same level of service throughout the order-to-invoice process.

Ongoing efforts to channel existing customers to the Ariba Supplier Network creates efficiencies in day-to-day ordering cycles and reduces customer service calls. Electronic orders also minimize manual intervention, which leads to successful invoice reconciliation, reduced returns, and fewer Days Sales Outstanding (DSO).

In addition, Lyreco eBusiness customers can measure the benefits of an integrated order-to-invoice process in cost savings and easy invoice reconciliation.

Leveraging the reach and capabilities of the Ariba Supplier Network allows Lyreco to continue focusing on consistent customer service and growing its customer base while meeting demands for international distribution.

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