

National Business Furniture Supplier Spotlight



eProcurement solution expands reach and sales presence.

Customer Profile



National Business Furniture (NBF) is one of the nation's leading providers of office furniture to large corporations, small offices and government agencies. The company is headquartered in Milwaukee, Wisconsin and has satellite offices in New York City, Chicago, Los Angeles, Atlanta, Dallas, Phoenix, and Seattle. NBF has served over 300,000 businesses and institutions in all industries, including 477 of the Fortune 500, 93 of the 100 largest colleges and universities, the White House and Pentagon, as well as thousands of small businesses.

The Challenge

NBF began in 1975 and has grown through a multi-channel strategy that includes a sales force, print catalog, and web site.

Since many corporations look to standardize the cost and style of furniture for all of their branch offices, it became apparent that an integrated eProcurement solution would be vital for these corporations to also standardize on NBF for all their office furniture needs. The company needed to tie into existing eProcurement systems, and support NBF's business model—to handle large corporate-scale projects as well as small, transactional purchases with the same level of service.

“At National Business Furniture, we've always placed a premium on making it easier for our customers to buy office furniture. By being Ariba Ready, NBF's customers can now take advantage of our huge selection, great service and prices while also realizing the many benefits of the Ariba Supplier Network.”

— Rick Wachowiak, General Manager

The Solution

NBF selected Ariba, and with Ariba tools and expertise, was quickly able to make its entire product selection available on the Ariba Supplier Network™—allowing other Ariba customers to find and purchase office furniture within their own procurement systems.

NBF now offers customized product selections and pricing that fits each Ariba customer's unique needs. By working with NBF's eProcurement system, Ariba customers can see available products and inventories, and place orders for multiple locations. Plus, by integrating with NBF, companies will have complete access to past and pending orders.

Adding Up the Benefits

Becoming Ariba-Ready has made it easier for NBF to do business with customers already on the Ariba Supplier Network. POs are submitted directly to NBF and the company can process orders without having to manually enter data in the purchasing process. Through eProcurement customers can place orders more efficiently; saving time and money.

Ariba's reporting tools allow NBF to view order history and spot trends. In addition, through Ariba Network Discovery, NBF can bid on opportunities posted by other Ariba customers. By implementing Ariba, NBF added a very powerful and easy-to-use tool that expands their reach and sales presence.



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