

Cambridge Glassblowing Limited Supplier Spotlight



Meeting customer requirements and getting paid faster



Customer Profile

Cambridge Glassblowing specializes in the manufacture of high quality scientific glassware to customer specifications, in both Borosilicate Glass and Silica Quartz. The company, based in Cottenham, Cambridge, serves a wide customer base with diverse requirements including pharmaceutical, chemical, medical research, universities, laser manufacturing, and advertising.

The Challenge

When Cambridge Glassblowing was asked by a longtime customer, Pfizer, to adopt an Ariba-based eProcurement solution as part of a pilot program, the company agreed to participate. Pfizer's goal was to streamline procure-to-pay cycles, and the pilot program would test purchase order and payment processes with select suppliers before rolling out a more wide-scale deployment.

Cambridge Glassblowing had an eProcurement system in place, and was knowledgeable about electronic-based transactions, but did not have

experience with the Ariba® Supplier Network™. Based on the requirements defined by Pfizer, the company worked directly with Ariba to get the system online and in compliance with Pfizer requirements.

The Solution

According to Cambridge Glassblowing, the Ariba-based system was quick and easy to implement. Within a couple of days of contacting Ariba and receiving guidance on setting up PO and invoicing systems, Cambridge Glassblowing was testing order entry and payment processes with Pfizer. The implementation went very smoothly and the system is so simple to use that technical support has never been required.

Adding Up the Benefits

The two companies have been successfully transacting over the Ariba Supplier Network for a few months and the system has allowed Cambridge Glassblowing to have a paperless trail which cuts down on the cost of hardcopies and filing time. It has also made it much easier to track orders and payments. The company is very satisfied with the Ariba Supplier Network and eProcurement processes specified by Pfizer.

Cambridge Glassblowing has experienced advantages in working electronically with Pfizer. Order entry is more convenient, and payment processing is faster and more efficient. Transacting over the Ariba Supplier Network strengthens their relationship with Pfizer, and reinforces their value as a source for specialized glassware.

Cambridge Glassblowing sees the trend away from paper-based systems and the migration toward electronic processes to lower costs, reduce errors, and speed payment. Now that they are transacting on the Ariba Supplier Network, it will be much easier to offer this eProcurement option to other clients.

“Since our involvement with the Ariba Supplier Network, we have found it be a user-friendly system, with the added benefit of being able to track our invoices as they are being processed, which in turn has resulted in more efficient and faster payments from our customer.”

— Andy Pledger, Managing Director,
Cambridge Glassblowing Limited



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