

# Fisher Scientific Supplier Spotlight



## eBusiness strategy improves service and lower costs



### Customer Profile

Fisher Scientific, part of Thermo Fisher Scientific Inc.—the world leader in serving science—provides a complete portfolio of laboratory equipment, chemicals, supplies and services used in scientific research, healthcare, safety and education. Thermo Fisher Scientific serves over 350,000 customers within pharmaceutical and biotech companies, hospitals and clinical diagnostic labs, universities, research institutions and government agencies, as well as environmental and industrial process control settings.

### The Challenge

In 2003, a Fisher Scientific customer requested that the company join the Ariba® Supplier Network™ to facilitate eBusiness transactions. At the time Fisher Scientific had an internal system for processing eBusiness transactions, but welcomed the opportunity to be an Ariba supplier and integrate Ariba-based orders into their current system.

“Ariba has been an asset to our company in the integration process. The Ariba Supplier Network has helped to improve efficiency with order processing and invoicing.”

— Paula Lewis, eBusiness Marketing Manager

Since that initial customer request, Fisher Scientific has leveraged their relationship with Ariba and adopted a consultative approach to reach more customers and streamline eBusiness processes. Today, the company has more than 65 customers transacting through the Ariba Supplier Network—increasing order efficiencies and lowering costs throughout the procure-to-pay process.

### The Solution

Fisher Scientific offers a variety of services through the Ariba Supplier Network, including PunchOut, Purchase Orders, PO acknowledgements, and eInvoicing.

The company has a dedicated team of eBusiness Specialists who work in partnership with customers to identify and implement solutions through the application of technology. According to Fisher Scientific, seamless integration with Ariba is a very straightforward process—which drives customer compliance and expanded eBusiness opportunities.

As an Ariba® Ready Platinum™ subscriber, and through participation and sponsorship at AribaLIVE, Fisher Scientific actively markets to existing and potential customers. The company also promotes eBusiness capabilities on their website ([www.fishersci.com](http://www.fishersci.com)) and on the company Intranet.

### Adding Up the Benefits

The Ariba Supplier Network has enabled Fisher Scientific to streamline order and invoice processes while reducing transaction and support costs.

The company supports eBusiness transactions through several systems, but notes that Ariba has been excellent partner—very responsive in all aspects of the relationship, from technical related issues to business inquires. The company also says that visibility into orders is a particular strength of the Ariba Supplier Network.

As a member of the Ariba Supplier Steering Committee, Fisher Scientific has found Ariba to be strongly supportive of recommendations for providing intuitive solutions to the supplier community, thereby making it easier for Fisher Scientific to do business with their customers.

Fisher Scientific remains firmly committed to eBusiness as a strategy to improve service, lower costs, and grow customer relationships.

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