

Staples Supplier Spotlight



Driving up customer participation and lowering transaction costs



that was easy.sm

Customer Profile

Staples is the world's largest office products company, with more than \$19 billion in annual sales. The Staples Contract Division has been the company's fastest growing business with double-digit growth for the past seven years. The division serves mid-sized companies through Staples Business Advantage and Fortune 1000 companies through Staples National Advantage.

The Challenge

In creating an efficient order-to-cash cycle, Staples Contract incorporated Ariba® PunchOut™ into StaplesLink.com®, an online site where more than 66,000 companies with over five million users place at least 90% of their orders.

While Staples Contract has been certified by J.D. Power and Associates for delivering "An Outstanding Customer Service Experience" for four consecutive years, the company is constantly working to create a superior shopping

experience and increase program adoption rates. This includes assisting customers in achieving a rapid ROI from eProcurement investments and reducing manual intervention throughout the order process.

"The Ariba Supplier Network is a dependable platform that gives Staples flexibility to meet our customer requirements and allows us to continue to make the customer experience easy."

— Denis Kudriashov, Senior Manager, eProcurement

The Solution

For Staples, the Ariba® Supplier Network™ has fundamentally changed business processes and created a new market driven by eProcurement customers. As an early adopter of Ariba's cXML standard and supplier managed PunchOut catalogs, Staples was able to standardize methods of integration for eProcurement customers and support customers in applying best practices throughout the procure-to-pay process.

With the functionality of StaplesLink and dedicated support for online customers, Staples has enabled implementation in 30 days or less, and achieved a 94% rate of electronic and program compliance.

As a result, Staples has reduced order processing costs and manual intervention, which has decreased delays and errors. The company maintains an average fill rate of more than 99% and an on time delivery rate of more than 98%. Additionally, using electronic invoicing via the Ariba Supplier Network has resulted in quick invoice delivery, routing, and approval.

Adding Up the Benefits

With PunchOut catalogs, Staples can quickly update content and increase product variety, and the online catalog has led to a 10% reduction in an annual catalog print run, a decrease of about 200,000 books.

Electronic ordering has reduced manual intervention and lowered processing costs from \$8 to \$2 per purchase, while reducing errors and time delays. Electronic invoicing has driven down mailing costs, and customer service calls have declined by 40%.

Through the strategic integration of the Ariba Supplier Network, Staples is able to support contract customers throughout the procure-to-pay process in any channel they choose.

www.ariba.com

Copyright ©2008 Ariba, Inc. All rights reserved, Ariba and the Ariba logo are registered trademarks of Ariba, Inc. Ariba Ready, Ariba Ready Platinum, Ariba Buyer, Ariba Express Content, Ariba Supplier Network, PO-Flip and Ariba PunchOut are trademarks of Ariba, Inc. All other products or company names mentioned are used for identification purposes only, and may be trademarks of their respective owners.

