

Steelcase Supplier Spotlight



eBusiness integration leads to faster, more transparent processes.

Steelcase®

Customer Profile

Founded in 1912, and headquartered in Grand Rapids, Michigan, Steelcase has more than 600 dealer locations around the world serving the Fortune 500 as well as small and mid-sized companies. The Steelcase portfolio of solutions addresses three core elements of an office environment: interior architecture, furniture and technology.

The Challenge

Highly customizable products with many parts and pieces, such as office furniture, bring unique challenges to eProcurement. Steelcase's goal was to provide Ariba buyers with a fully-integrated end-to-end Ariba PunchOut solution that would automate the order management process, and capture 100% of their spend and order detail at the line item level.

“Now, with Ariba, we have a standardized system for our customers that is aligned with business systems used by Steelcase dealers. It's a highly efficient eBusiness solution that saves time and money through the procure-to-pay process.”

— Andrew Wyatt, Manager, eBusiness

Steelcase also sought to more effectively manage change orders, which occur on 50% of all orders—a common issue on complex projects where products are engineered-to-order. It was also crucial to automate PO reconciliation through electronic invoicing.

An added challenge was marketing eBusiness capabilities to existing and potential customers. The company estimates they currently capture \$50 million worth of spend through integrated Ariba PunchOut sites—with the potential for \$400 million or more through additional Ariba-based Steelcase customers.

The Solution

Steelcase met the challenges of ordering complex products online by allowing quotes to be published directly to a customer's PunchOut site. With a single click, the quote contents are transferred to the customer's Ariba system where they populate the originating requisition, capturing 100% of the order detail. In addition, customer PunchOut sites can host customized catalogs for one-off purchases such as seating.

Steelcase was the first office furniture manufacturer to achieve Ariba Ready status, and through the Ariba® Supplier Network™, Steelcase has increased the number of eBusiness transactions in requisitioning, PunchOut, and purchase orders while facilitating change orders and electronic invoicing.

Adding Up the Benefits

Customers can access multiple Steelcase dealers through a single portal, which Steelcase believes is a competitive advantage over other furniture manufacturers with dealer networks.

Another clear customer benefit is order visibility. All customer PunchOut sites provide real-time, 24/7 order reporting with expected delivery dates at the line item level, open quote inquiry, purchase statistics and invoicing—making transactions as transparent as possible.

To expand awareness of its eBusiness capability, Steelcase attends Ariba LIVE and aggressively markets to current and potential customers.

The Ariba Supplier Network has allowed Steelcase to streamline transactions and strengthen customer relationships, while saving time and money in the procure-to-pay process.

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