

xpedx

Supplier Spotlight



Faster implementation and streamlined processes drive sales growth



Customer Profile

xpedx is the world's largest distributor of printing papers and packaging supplies, and is one of the largest U.S. distributors of cleaning and maintenance supplies. xpedx provides top brand names as well as its own national brands and serves facility owners, facility managers, and building service contractors through regional distribution centers and retail stores.

The Challenge

xpedx developed several sales channels to meet a diverse and growing customer base, including catalogs, web sites, and more than 150 retail stores in North America—generating \$7 billion in annual revenue and serving more than 75,000 business customers.

“Being an Ariba Ready supplier has given us an implementation and customer service advantage with buyers and has helped grow our eBusiness by 20 percent a year.”

—David Wallace
Director of Customer Service and eBusiness

xpedx sought an eBusiness solution that would reduce implementation time, minimize customer support costs, and enable B2B customers to achieve their specific eBusiness goals. Doing one-off customer implementations was resource intensive and costly, typically requiring six to eight months to complete.

xpedx also wanted to streamline the order-to-invoice process, and find efficiencies in bringing products and services to market without increasing marketing and sales costs.

The Solution

xpedx was first introduced to the Ariba® Supplier Network™ by its customers and quickly saw advantages for customer integration, order processing, and invoicing. Ariba integrations are completed in matter of weeks and automation throughout the order-to-invoice process creates cost savings for xpedx and customers.

xpedx actively promotes its Ariba® Ready™ Platinum status on the Ariba Supplier Network and through other marketing channels. The company reports that customers recognize the value in being Ariba Ready. It is a key factor in winning new business and creating value for current customers looking for eBusiness efficiencies.

To be a strong eBusiness partner, xpedx maintains a staff of eBusiness professionals along with a dedicated eBusiness help desk—so customers have a knowledgeable source for eBusiness answers on strategy, implementation, and day-to-day operations.

Adding Up the Benefits

According to xpedx, eBusiness growth has reached 20 percent per year over the past five years, in part due to transacting on the Ariba Supplier Network and being a strategic business partner to Ariba-based customers.

For xpedx, efficient customer integration has reduced upfront investment, and streamlined electronic ordering has resulted in a 99 percent accuracy rate. These efficiencies not only reduce the support costs, they also enable customer service professionals to focus on proactively selling its more than 100,000 products and specialized services.

xpedx expects eBusiness to continue to drive sales opportunities and sees the Ariba Supplier Network as essential in meeting customer demand while controlling costs throughout the order-to-invoice process.

www.ariba.com

Copyright ©2009 Ariba, Inc. All rights reserved, Ariba and the Ariba logo are registered trademarks of Ariba, Inc. Ariba Supplier Network is a trademark of Ariba, Inc. All other products or company names mentioned are used for identification purposes only, and may be trademarks of their respective owners.

