

Manpower Inc.



Pleasing Customers and Winning New Business through Ariba Supplier Network



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— Jay Schaudies,
Global Vice President, eCommerce
Manpower

Customer Profile

Manpower Inc, a Fortune Global 500 company, is a world leader in employment services with sales of \$16 billion and 4,400 worldwide offices. The company provides a wide range of employment and business services for its 400,000 customers, including permanent, temporary, and contract recruitment; employee assessment and selection; training; outplacement; outsourcing; and consulting.

The Challenge

Manpower developed a proprietary eCommerce solution to meet customer demands for online purchasing. Since many Manpower clients already used the internet for product purchasing, they wanted the same functionality for services. In 2001, one of Manpower’s larger customers took this requirement a step further—using Ariba® Buyer™ to purchase directly from the Manpower eCommerce tool.

The Solution

Manpower integrated its eCommerce tool to Ariba® Supplier Network™ through Ariba® PunchOut™. “The client wanted to consolidate their spend management and since they were already using Ariba, we adopted that platform,” explains Jay Schaudies, Manpower’s global vice president of eCommerce. Manpower gained the Ariba Ready™ designation and became an Ariba Supplier Advantage member.

As Manpower enhanced its Ariba expertise and its eCommerce tool, Direct Source, other customers began using the solution. With Ariba supporting both product and service spend, the Manpower solution lets companies quickly procure labor resources and manage service spend as part of a broader eProcurement strategy. “Hiring managers get a transparent view into our complete ‘req-to-check’ workflow, so they can easily choose the right candidates,” Schaudies says. “Every process is supported, from the initial request for a temp or direct hire, to the assessment of individual candidates and their target billing rates, to the person being onboarded.”

Manpower’s integration to Ariba Buyer allows clients to collect electronic time sheets and use sophisticated candidate selection techniques. “When one customer wanted to implement across 26 countries,” Schaudies notes, “our Ariba capability put us on the short list.”

Adding Up the Benefits

Manpower is the only global staffing service that has the Ariba Ready designation,” Schaudies says. “This puts Manpower in a highly advantageous position. If an Ariba client is looking to streamline processes associated with human capital management, Manpower offers a solution that integrates with their current environment. We can provide savings, simplicity, and service readiness using Ariba,” Schaudies says. “There’s no need for custom integration and users are already familiar with the system.”

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