

EXPERTISE

Ariba Application Management Services



The Ariba software solutions continue to provide companies with the ability to affect substantial cost savings through greater visibility into spend, more efficient procurement processes and effective controls in purchasing. The day-to-day management of these solutions (whether they reside behind the customer's firewall or in Ariba's hosted environment) has historically fallen to the IT departments of our customers. These days, IT managers are being called upon to be even more aggressive and nimble in the management of these key applications while continuing to reduce TCO.

Ariba Application Management Services provide comprehensive solution management—allowing IT leaders to focus on other areas of their business. Our Application Management organization is a global team comprised of resources from North America, EMEA and Asia that have extensive experience with the Ariba applications. As solution experts, they will assist with the needs of the user community while overseeing the daily care and maintenance of the Ariba applications.

Whether your needs are short-term or longer-term, we can tailor an application management solution that is right for you. Most of our contracts span from one to three years. However, customers that find themselves challenged with other business demands or the need to temporarily reduce staff can sign up for a shorter agreement (from three to six months), if needed. Because we provide experts in both our applications and their associated business processes, our ramp-up time is minimal and the benefits can be immediate.

WHAT SERVICES ARE INCLUDED?

Our standard application management service offering covers all Level 2 and Level 3 services, including:

- Adoption and management of unique customer configuration and enhancements
- Advanced functional and technical support
- Monitoring of scheduled tasks and integration events
- Support of custom code
- Management of all code migrations and configuration changes with the hosting provider (or customer operations team)
- Coordination of service pack upgrades

THE ARIBA DIFFERENCE

- Ariba-trained, Ariba-certified team members
- Application-experienced resources provide fast, efficient transition
- Direct access to other Ariba organizations including Technical Support Services, Ariba Engineering, and Ariba Professional Services
- Expertise in both the business processes and the software solutions
- Immediate access and scheduled updates to new releases (i.e. code, training, documentation)
- Multiple service levels (i.e. II – IV) to provide the correct Ariba Application Management Services 'fit'
- Development services add-on (via Ariba Consulting) eliminates the need for internal, technical resources

Support Level	Organization	
Level 5: Engineering	Ariba Engineering	Included with Annual Maintenance Fees
Level 4: Technical Support Services	Ariba TSS	
Level 3: Technical App Mgmt	Ariba Application Management	Optional Services
Level 2: Functional App Mgmt		
Level 1: Helpdesk	Customer	

BENEFITS

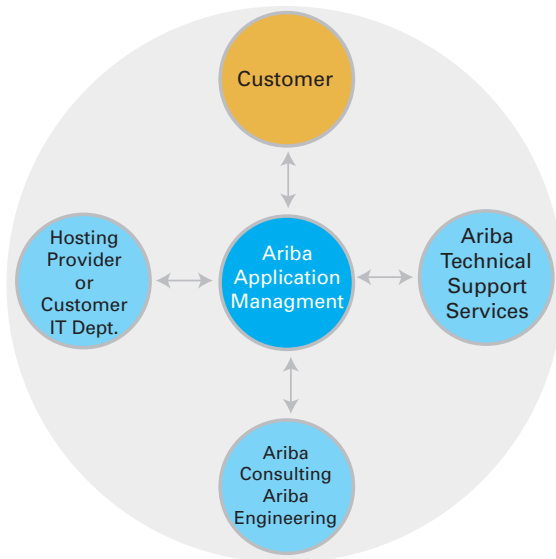
Ariba Expertise/Experience – Customers can rest assured that their Ariba solutions are being managed by Ariba-trained professionals that understand the applications and their use.

Reduced TCO – Whether your Ariba solutions are hosted or behind your firewall, you can achieve significant reductions in IT/support resource costs and overhead.

Coverage – Leveraging resources from multiple time zones provides extended availability of support hours whether your users are across the U.S. or across the globe.



Bringing it All Together



Contract Flexibility – Our short-term agreements allow you to temporarily reduce headcount or refocus your internal technical resources on other matters. New customers to Ariba can take advantage of this solution while their internal resources are learning the technical side of the applications. Lengthier contracts (one to three years) provide a stable support environment for the Ariba applications the while customer's long-term IT strategies continue to evolve.

Comprehensive Support – Our team members provide a single point of contact for all Ariba support organizations including Technical Support Services, Engineering, and Ariba Consulting. They strive to ensure that your application receives the most thorough care and provide guidance and expertise regarding versioning, patch updates, etc.

CONTACT US

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Ariba is SAS 70 Type II certified (hosting facilities). Ariba's applications are also Webtrust certified. Webtrust is a stringent certification developed jointly by the American Institute of Certified Public Accountants (AICPA) and the Canadian Institute of Chartered Accountants (CICA) for use in e-commerce.