

Newark Supplier Spotlight



Elevating efficiency with “req-to-check” automation



Customer Profile

Chicago-based Newark, part of the global Premier Farnell Group, is a leading electronics distributor. Uniquely, Newark serves its customers through multiple sales channels and a world-class website.

The Challenge

In its field, Newark has been a leader in catalog marketing and eProcurement, working with over 52 customers alone on the Ariba® Supplier Network™.

After several years of supporting electronic procurement and payment systems, one consistent challenge remains: to standardize and streamline the on-boarding and integration processes for a diverse group of customers, including increasing adoption of standards, such as XML, cXML, and EDI in the order-to-cash cycle.

“Ariba provides the most standardized and easy-to-connect with model in the eProcurement industry, allowing a repeatable process to onboard new customers. They offer a true partnership with our mutual customers in our drive to automation.”

— Anne M. Dalton, Manager, eProcurement

The Solution

Newark began providing Ariba® PunchOut™ cXML-based eProcurement order processing in 2001—and had more than 30 live customer partnerships using Ariba® Buyer™ at that time. Since then, Newark has expanded the Ariba-based solution to provide electronic catalog support, electronic ordering, order acknowledgement, advanced ship notice, and eInvoicing.

To improve marketing and customer support for a growing customer base, Newark became an Ariba® Ready Platinum™ supplier. Using the Ariba Supplier Network services Newark has implemented best practice models for integration and automation, including providing each customer with a single point of contact from implementation to post go-live.

The Newark eProcurement team drives user adoption through trade fairs, on-site training, web conferences, Lunch & Learn programs, customized reporting, and catalog usage. An annual customer forum helps Newark benchmark performance to other distributors, and reveals ways to continue to meet customer demands.

Adding Up the Benefits

Integration with the Ariba Supplier Network has streamlined order processing and increased bottom line performance. Newark’s “connect-once” model is scalable across a large customer base and is aligned with commonly-adopted technologies throughout the “req-to-check” processing chain.

eProcurement has dropped average order processing times from one day to a few minutes. By eliminating the need to re-key orders sent via email, errors have been reduced and cost of sales lowered. Electronic invoicing has delivered payable processing cost improvements and as more customers embrace eProcurement, Newark will continue to realize cost savings.

In addition, the company is growing its business from the Ariba Supplier Network, finding buyers and suppliers that have fully or partially adopted Ariba’s solution. This simplifies integration and facilitates more efficient business transactions.

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