

OfficeMax® Supplier Spotlight



Building customer relationships through eProcurement

OfficeMax® Customer Profile

OfficeMax is a leader in business-to-business office products solutions and in retail office products providing office supplies and paper, technology products and solutions, furniture, and in-store print and document services to consumers and large, medium and small businesses. OfficeMax customers are served by approximately 36,000 associates through direct sales, catalogs, eCommerce, and more than 900 stores.

The Challenge

OfficeMax recognizes that buyers and suppliers alike must drive compliance in order to gain maximum return on eProcurement investments.

The company strives to help businesses reach their potential by introducing products, resources, and services that will drive down costs, improve organizational productivity, and increase sales.

“The entire electronic P2P process has allowed for our customers and OfficeMax alike to reduce purchase order and invoice processing errors, enabling tighter integration and collaboration overall.”

— Patrick Ogborn, Vice President, eCommerce

Each customer brings different levels of expertise to the eEnablement process, so OfficeMax must constantly adapt to meet individual customer needs and be able assist those who may be less experienced with eEnablement processes.

The Solution

OfficeMax has been transacting on the Ariba® Supplier Network™ since its inception in 1996, and credits Ariba for changing the way the company conducts eBusiness.

OfficeMax currently has over 70 relationships on the Ariba Supplier Network, and takes full advantage of the Ariba product offerings including catalog and PunchOut capabilities, cXML and AS2 EDI orders and invoice, PO-Flip™, order acknowledgment, and advanced ship notice.

Each OfficeMax eProcurement customer is assigned an Electronic Commerce Manager who leads the implementation through five defined phases: fact finding, data preparation, development, testing, and implementation—and the company promises that standard electronic commerce integration will be completed and live within 30 days.

Adding Up the Benefits

The consistent performance of the Ariba Supplier Network and the supporting resources have enabled OfficeMax to craft best practices for successful customer implementations and deliver significant financial rewards. Currently, over 76% of all OfficeMax transactions are driven through eProcurement channels, and the company processed over \$100 million in purchase orders via the Ariba Supplier Network in 2007.

For OfficeMax, customers that integrate with Ariba can realize a seamless transition that will produce early eEnablement success—and every Ariba integration equates to an eBusiness relationship that can yield long-term benefits.

www.ariba.com

Copyright ©2008 Ariba, Inc. All rights reserved, Ariba and the Ariba logo are registered trademarks of Ariba, Inc. Ariba Ready, Ariba Ready Platinum, Ariba Buyer, Ariba Express Content, Ariba Supplier Network, PO-Flip and Ariba PunchOut are trademarks of Ariba, Inc. All other products or company names mentioned are used for identification purposes only, and may be trademarks of their respective owners.

