

# Corporate Fact Sheet



Ariba, Inc. is the leading provider of collaborative business commerce solutions. Ariba combines industry-leading technology with the world's largest web-based trading community to help companies discover, connect and collaborate with a global network of partners—all in a cloud-based environment. Using the Ariba® Commerce Cloud, businesses of all sizes can buy, sell and manage cash more efficiently and effectively. More than 700,000 companies around the globe use the Ariba Commerce Cloud to simplify inter-enterprise commerce and enhance results. Why not join them? To get on the path to Better Commerce, visit: [www.ariba.com/commercecloud/](http://www.ariba.com/commercecloud/)

## THE ARIBA COMMERCE CLOUD

The global recession has created a new state of normal in which supply volatility, capacity constraints and global uncertainty are the rule. In this new state of normal, agility has become the new strategic capability. And organizations must now do more with less, while operating faster and smarter than ever before. In order to survive and thrive in the new normal, companies need to leverage solutions that enable them to dial up the resources they need—as they need them—to meet changing market conditions and business demands.

The Ariba Commerce Cloud provides the platform for companies of all sizes across all industries to do just that. With the Ariba Commerce Cloud, companies have everything that's needed to control costs, minimize risks, improve profits and optimize cash flow and operations, including:

- On-demand technology to optimize the complete commerce lifecycle—from source-to-settle and market-to-receipt
- A web-based community to efficiently discover, connect and collaborate with a global network of trading partners
- Capabilities to augment internal resources and skills with always-on expertise and commerce services

So whether they are buying, selling, or managing cash, companies can do it better in the Ariba Commerce Cloud.

## ARIBA BUSINESS COMMERCE SOLUTIONS

### BUYING

#### Ariba Spend Visibility™ Solution

Ariba Spend Visibility extracts your data from wherever it lives, classifies it for easy analysis, and enriches it with valuable market and business intelligence. What's more, you'll be part of the largest online community of trading partners and spend management leaders. You have access to seller pricing, savings, and performance benchmarks to augment your data for comprehensive analysis.

Armed with complete visibility, you can bring more spend under management, minimize risk, and drive compliance. Quickly identifying savings opportunities and making better, more strategic sourcing decisions, you'll strengthen your edge in an increasingly competitive marketplace.

#### Ariba Sourcing™ Solution

Ariba Sourcing is a subscription-based solution that helps you improve the complete sourcing lifecycle—from supplier discovery and negotiation to award optimization and savings tracking. Using patented, market-leading sourcing technologies embedded with vital category intelligence and integrated into the world's largest trading network, you can quickly identify, negotiate, and do business with companies around the globe. And with as-needed category expertise, best-practice advice, and benchmarking guidance, you can easily drive adoption and productivity.

With Ariba Sourcing, you can make smarter sourcing decisions and drive better results. Manage supply volatility and capacity constraints. Minimize supply risk with better supplier visibility. And build your sourcing pipeline with tools that achieve early ROI and long-term cost savings.

#### Ariba Contract Management™ Solution

On a single, user-friendly platform, you can standardize and accelerate the contract management process, from initial request to electronic execution and storage. You can also negotiate with sellers from the world's largest online trading partner community, and drive efficiency and compliance by integrating contract management processes with sourcing, procurement, and other spend management solutions.

Only with Ariba can you achieve this level of process integration and efficiency, gaining clear contract visibility with unrivaled compliance assurance. Spend less time managing documents and more time building seller relationships. You'll secure better deals, more savings, and a stronger competitive edge.

### **Ariba Procure-to-Pay™ Solution**

Ariba Procure-to-Pay hooks you up with the world's largest trading community. Now you can quickly locate and collaborate with sellers for all goods and services, and process every purchase from requisition to reconciliation—all through the same interface.

You'll find it a lot easier to get compliance when you have more control and visibility. With greater efficiency than ever, you'll be buying the right goods and services from the right sellers, all at the right time and the right price.

### **Ariba Services Procurement™ Solution**

This SaaS solution can be integrated with your ERP e-procurement system to make it easier to use, and more productive. And it comes with access to the world's largest business commerce network. So through a single user interface, buyers across your enterprise can negotiate, manage, and deliver savings on any type of service, from consulting and contingent labor to marketing and printing.

By delivering complete visibility and organization-wide control, Ariba Services Procurement empowers you to finally bring all services spend under management, ensure compliance, and protect more company profits. And it's the only solution that can.

### **Ariba Procurement Content™ Solution**

Ariba Procurement Content has a single user interface and integration with the Ariba Network—the world's largest trading partner community—that facilitates rapid catalog enablement and maintenance. Users can easily search approved seller content for the goods and services they need, all with the right contract pricing. And they'll enjoy using it, too, because it's designed to feel like shopping on their favorite websites.

Once your e-procurement initiative includes user-friendly content, you'll have no trouble delivering on its promise of improved compliance and bottom-line savings.

### **Ariba Travel and Expense™ Solution**

Ariba Travel and Expense is the first truly integrated solution for managing travel costs. It lets businesses combine travel with other spend categories and use a single system for managing everything from sourcing and procurement to invoicing, expense reimbursement, and analysis.

Using Ariba Travel and Expense to follow best practices, corporate travel professionals can move beyond managing routine transactions and engage in strategic activities that improve results, like evaluating new global and domestic sources of supply, managing existing relationships, negotiating optimal contracts, and analyzing spend at granular levels to drive better business decisions and bottom-line improvements.

### **Ariba Supplier Management**

Other companies promise total supplier management, but only Ariba helps you achieve it. On a single SaaS platform, you can view updated profiles of all your suppliers, monitor and drive performance, assess compliance and manage supply risk. And, access the Ariba Network—the world's largest trading partner community—to augment your supplier information and locate qualified new sources.

What you'll end up with is a 360-degree view of your supplier relationships, the insight to engage in cost-effective strategic sourcing, and a whole lot less worry.

### **Ariba Discovery™ Service for Buyers**

A free, easy-to-use, web-based service, Ariba Discovery opens the door to the Ariba Network and more than 500,000 suppliers. About 36 percent have global reach, and at least 15,000 are engaged in supplier diversity or green initiatives. Starting now, you can locate new sources in just three simple steps: post requirements, field responses, and assess capabilities. You can also source more categories, manage RFP development, respond to bids, award contracts, and more—all on a single platform.

Accelerate your sourcing cycle and drive significant savings with Ariba Discovery. We bet you won't mind focusing your team's energy on more profitable initiatives.

## SELLING

### **Ariba Discovery™ Service for Sellers**

Available on demand in the Ariba Commerce Cloud, Ariba Discovery turbo-charges your sales by connecting you with the world's largest buying community at the right moment: when they're actively engaged in sourcing. More than 15,000 buyers—including half of the Global 2000—seek supply sources to the tune of more than \$1.3B in annual spend. After your free registration, you're automatically notified when a buyer needs what you have to sell. Collaborative tools for responding and negotiating help you take it from there.

Pretty soon, you'll be closing new deals in no time—in your own backyard, and around the world.

### **Ariba Contract Management™ Solution for Sales Contracts**

Now you can automate, standardize, and accelerate the entire contract development process with this cloud-based software solution. Get everyone creating contracts using pre-approved language, conditions, and terms, on the same multi-tenant platform they use for customer negotiations. Eliminate the paper, and execute electronically, too. And with a centralized repository, you'll have complete visibility into every stage of the contract lifecycle, including renewals.

You'll not only close more deals faster, you'll also be well-prepped to turn every renewal into an up-sell opportunity.

### **Ariba Sales and Marketing Programs**

Think of e-commerce capability as a continuum. Wherever your company lies on it—from novice to adept—Ariba offers a program to broaden your capability and reach. We're talking new networking opportunities, marketing tactics, and consulting services—tailored to your position on that continuum. Take advantage of online marketing tactics, customer matching services, Ariba Ready designations, sponsorship opportunities, and regional events, including Ariba LIVE—the leading industry event for director- and C-level procurement professionals.

Enhance your marketing mix with Ariba, and watch your e-commerce initiative drive awareness, demand, and that all-important incremental revenue.

### **Ariba Order and Catalog Collaboration Solutions**

Delivered through the Ariba Commerce Cloud, this is the only e-commerce solution that gives you everything you need to access, respond to, and manage online sales processes—all in one place. Operating from a single, web-based platform, you can tie together order, catalog, and invoice management solutions to encourage more collaboration with all of your online buyers. Doing so can cut costs, while ensuring full visibility into orders, changes, and approvals. Quicker responses to customer requests won't hurt, either.

Transform your customer's e-procurement initiatives into collaborative commerce relationships. You'll earn that preferred supplier status in no time.

### **The Ariba® Network**

The world's largest trading partner community, the Ariba Network is where you can discover, connect, and collaborate with more than 500,000 global businesses. Its broad-based platform can support all of your B2B commerce needs, including e-procurement, e-invoicing, and working capital management.

Because it's based in the Ariba Commerce Cloud, you won't need to add to head count to use it. Nor add to IT infrastructure to support a myriad of portals and systems. By simply integrating and extending your current backend systems into the Cloud, you can manage and optimize all of your trading relationships through a single user interface. Transacting and collaborating virtually and instantly, with far greater accuracy and visibility.

## MANAGING CASH

### **Ariba Discount Professional**

This cloud-based solution makes it easier for you to bolster your supply chain by funding suppliers' short-term cash flow needs. You can fully automate discount management from initial offer to agreement, including deals involving prorated or dynamic discounting. Automate settlement processes, too, making sure everything happens on time. And with Discount Professional's tight integration with the Ariba Network—the world's largest trading community—seller participation, management, and collaboration are a breeze.

With Ariba Discount Professional, you achieve lower costs, maximized discount value, double-digit returns on your cash, and a stronger supply chain by creating alliances with your sellers.

## **Ariba Receivables Financing**

Working through the Ariba Network, you can engage with a global network of capital providers that will bid on your receivables through competitive auctions. You retain complete control over your cost of capital and cash flow. Ariba's partnership with The Receivables Exchange (TRE) paves the way, providing key advantages in terms of speed and rates. Normally, payment terms on your accounts receivable can hold up cash for 45 to 180 days, or more. With Ariba Receivables Financing, you can turn those receivables into cash in as few as two days. So get ready. Soon you'll be able to unlock cash to ramp up production, fund a capital investment, or get that new idea off the ground. And breathe a little easier in the process.

## **Ariba Supply Chain Finance**

Ariba Supply Chain Finance connects you and your supplier in a mutually beneficial transaction with a third-party financial institution. The key is leveraging your investment-grade risk rating and credit worthiness to provide your supplier with access to affordable credit. As a result, your suppliers get a shot of liquidity and you maximize your working capital investments while mitigating supply chain risk. And the funder earns a fair rate of return. It's a winning proposition for everyone.

## **Ariba Invoice Management™ Solution**

It's the Smart Invoicing solution that makes sure you receive the right invoice every time, and it's the only one integrated with the Ariba Network. That's the world's largest trading partner community, so odds are many of your suppliers are already part of it. If not, it's quick and easy to enable the rest of your suppliers through the Ariba Commerce Cloud. Once you've done so, you can collaborate more effectively, eliminate 98 percent of exceptions, cut most processing costs, speed up approval cycles, and capture more discounts.

And watch your team transform in the process—from a paper-processing group to a proactive team of analysts, focused on strategically improving cash flow management.

## **Ariba Payment Management™ Solution**

An e-payment solution that helps you get all of your suppliers on board, it's the only one that's integrated with the Ariba Network. That's the world's largest trading partner community, featuring more than 500,000 suppliers and the industry's fastest-growing financial partner eco-system. Now you can extend your back-office systems to transmit ACH payments to your suppliers' banks and detailed remittance information to your suppliers. In turn, they'll have tools to monitor payments and perform their own account maintenance.

With Ariba Payment Management, you can achieve up to 100 percent supplier participation, cut your costs by 70 percent or more, and make your life—and your seller's—a whole lot easier.

## **ARIBA COMMERCE SERVICES**

When you need help with deployment, adoption, and ongoing performance of your Ariba solutions, Ariba Commerce Services will lend a hand. With agility, experience, and reach, more than 600 professionals around the world, speaking more than 25 languages, offer know-how, technology, and market intelligence to make sure you have the capabilities you need to drive fast ROI through lower costs, higher sales, and optimized cash flow.

## **Ariba Best Practice Center**

The Ariba Best Practice Center provides you with access to Ariba's process expertise to help achieve better results and enduring enablement from your SaaS solutions. Services include strategic coaching and guidance; configuration coaching; reporting guidance, and more, all accessed through a named contact within the Center.

## **Ariba Value Enablement**

A unique combination of best-in-class technology, community, and capabilities, Ariba Value Enablement solutions provide everything that's needed to optimize your technology investments and maximize the results they deliver.

## **Ariba Content and Connectivity**

- **Buyer Membership Packages:** Comprehensive programs for connecting all of your global trading partners via the Ariba Network, regardless of location, size, and volume.
- **Catalog Enablement:** Facilitates the process of integrating supplier catalogs via the Ariba Network, including confirmation specifications, supplier training, catalog creation, publication support, and more.
- **Supplier Enablement:** Facilitates the process of connecting suppliers and buyers via the Ariba Network; includes supplier on-boarding, self-service portals, and performance tracking and reporting.
- **Catalog Maintenance:** To the extent that your supplier catalogs need management and maintenance, Ariba will handle updates, enrichment, validation, migration, and more.

## Ariba Customer Support

- **Customer Support:** Ariba Customer Support provides more than 170 resources dedicated to supporting customers—as well as access to developers, engineers, product management, operations, and others throughout the organization who can help you make the most of your investments.
- **Premium Support:** An enhanced level of support that provides expert domain knowledge and best practice advice through a strategic, high-touch relationship with skilled personnel.
- **Technical Support:** Ariba provides tools and services that help maximize your use of Ariba business commerce solutions. With response centers in North America, Europe, and Asia-Pacific, we offer award-winning, round-the-clock support—by phone, email, or through Ariba Connect, our customer portal for knowledge and support.

## Ariba Education and Change Management

- **Change Management:** A comprehensive plan to provide information, training, support, and motivation for your people to apply your commerce management practices and tools the right way. Specifically designed to drive adoption by focusing on the needs of your team.
- **Education and Training:** On-site and remote courses to guide you through every step of your collaborative commerce journey, offered in a variety of formats to suit your team's situation and needs.

## Ariba Technology Services

- **Upgrade Services:** A comprehensive set of services that will migrate your Ariba applications, customizations, and data to a new release. With Ariba Upgrade Services, you can significantly improve the efficiency and cost effectiveness of your upgrade project because you get focused resources who leverage standard and specialized upgrade tools, along with best practices methodology.
- **Application Management Services:** Application Management Services include: 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); and coordination of service pack upgrades.
- **Hosting Services:** Ariba Hosting Services provide Ariba solution deployment and operational maintenance in a secure, fully managed data center that includes dedicated, enterprise-class servers from HP; enterprise-class firewalls with customized firewall policy; 3PAR data storage and a clustered Oracle Enterprise Edition database tier with automated failover; Veritas for data backup and database tier clustering; Solaris on all servers, and more.

## Ariba Working Capital Services

Turn-key programs for uncovering the substantial value hidden in your working capital situation.

## Ariba Technical Support

A two-time, consecutive winner of the ACE Award, Ariba Customer Support provides tools and services that help maximize your use of Ariba business commerce solutions. We're committed to answering and resolving your inquiry in a dependable, timely manner.

With response centers in North America, Europe, and Asia-Pacific, we offer global, round-the-clock support—by phone, email, or through Ariba Connect, our customer portal for knowledge and support. (And we're proud to say that it's been recognized as one of "The Ten Best Web Support Sites" by the Association of Support Professionals.)

## ARIBA SUPPLIER SERVICES AND SUPPORT

Ariba Supplier Services and Support offers elevating levels of assistance through several delivery methods:

### Global Support Resources

Our global response centers offer dependable, timely resolution of your inquiries about our solutions and services at no charge, via phone or online via the Ariba Commerce Cloud:

- **Help desk support services:** Ariba provides scalable, follow-the-sun support hours and customer service representatives who speak multiple languages. They are available as needed to answer common user questions and point you to additional information.
- **Online knowledge base:** Support documentation and answers to frequently asked questions are available on our website.

## Project-based Strategic and Technical Consulting Services

Combining in-depth knowledge of Ariba solutions and the challenges you face as a supplier, Ariba consultants can help you develop your B2B e-commerce solutions on the Ariba Network. Consulting engagements are focused on the specific needs and goals of your company. That means you receive clear, concise, and actionable recommendations and best practices. Areas of expertise include:

- **Strategic planning:** We can help you develop your overall B2B e-commerce strategy, gain buy-in from key stakeholders, and perform gap analysis.
- **Technical implementations:** Tap our proven expertise and frameworks to extend your B2B infrastructure via integration with the Ariba Commerce Cloud. We can also train your in-house resources to implement solutions and share insights into optimal specifications and protocols.
- **Testing:** We provide recommended testing processes and best practices for provisioning test environments. Our consultants are also available to execute and troubleshoot your B2B e-commerce solutions. For example, by testing them against functional Ariba applications provisioned in a testing environment.
- **Content development and expansion:** Leverage our expertise, frameworks, and best practices to configure your current systems for PunchOut.
- **B2B e-commerce solution validation:** Earn the Ariba Ready designation by having our consultants validate your solution.

## Ariba Supplier Technical Support

If your B2B e-commerce solution is integrated with the Ariba Network using cXML, EDI, or PunchOut technology, you can sign up for high-quality tech support that includes:

- Assistance with account configurations and registration issues
- Direct access to technical support engineers by telephone or online web form
- Guaranteed, 24/7 support for high-priority technical support issues
- One-hour response times for technical support issues
- Access to a variety of online self-help tools

We can also help catalog sellers who need assistance with catalog formatting and validation.

Ariba Supplier Technical Support is available for a nominal subscription fee, just \$1,000 per year per Ariba Network account. This subscription applies to all buyer relationships in your Ariba Network account.

## FAST FACTS

**Company Name:** Ariba, Inc.

**Ticker Symbol:** Nasdaq: ARBA

**Founded:** September 1996

**IPO:** June 23, 1999

### Headquarters:

910 Hermosa Court, Sunnyvale, CA 94085

### Global Offices:

40 offices in 21 countries, including North and South America, Europe, Asia/Pacific and Australia

### Principals:

Chairman and Chief Executive Officer:  
Robert M. Calderoni

President: Kevin Costello

Chief Financial Officer: Ahmed Rubaie

Chief Operating Officer: Kent Parker

Chief Technology Officer: Bhaskar Himatsingka

Chief Marketing Officer: Tim Minahan

Vice President & General Manager, Ariba

Europe: Michael J. Arentz

Senior Vice President and General Manager,

Ariba North America and Asia: Daryl Rolley

Senior Vice President, Solutions Management:  
Greg Spray

Senior Vice President, Engineering and  
Hosting Operations: Sanish Mondkar

Senior Vice President, Corporate Development  
and Human Resources: Matthew Zack

### Fiscal 2011 Financial Highlights

(quarter ending October 31, 2011)

Total Quarterly Revenues: \$122.7M

Total Cash, Cash Equivalents and Investments:  
\$280.7M

Headcount: 2,432