

Online Procurement Reduces “Maverick” Purchasing from 80 Percent to 20 Percent

Challenges	Solutions	Results
<ul style="list-style-type: none">• Maximizing savings on indirect purchases• Paper-based purchasing processes• High amount (80 percent) of purchases considered “maverick” (off-contract or non-compliant)	<ul style="list-style-type: none">• Deployed Ariba technology to 17,000 employees for use in purchasing most commodities, primarily telecom, software and hardware• Developed change management approaches to guide implementation and train employees• Worked with Ariba to develop best practices for ensuring compliance and adoption• Utilized Ariba Services to understand market trends for key commodities	<ul style="list-style-type: none">• Maverick purchases reduced from 80 percent to 20 percent• Company-wide adoption of paperless purchasing

Company
Avaya, Inc.

Profile
Communications equipment and software provider for voice and data service integration

Ariba Commerce
Cloud Features
Ariba procurement solutions
Ariba procurement services
Ariba commodity services

“Ariba has always been ahead of Avaya in terms of what solutions or programs we need. What we do in our team is to try to keep pace with the changes Ariba makes to take advantage of their knowledge and experience.”
Joe Siciliano, Senior Manager of Procurement, Avaya

