Atos: Transforming Sourcing and Collaborative Commerce with SAP® Ariba® Solutions

Customers in more than 70 countries rely on IT services from Atos. After some important acquisitions, Atos found that it had too many business tools in place. The procurement team simplified processes through a software-as-a-service model, giving buyers, managers, and stakeholders access to a standard platform. Atos then selected SAP® Ariba® solutions to help it improve visibility and control.
“We standardized, simplified, and automated our procurement processes and now have full visibility of our entire system thanks to SAP Ariba solutions.”

Peter Hobday, Deputy Chief Procurement Officer, Atos SE
Integrating new acquisitions successfully

Headquartered in Bezons, France, Atos is an international leader in digital services. The company is growing rapidly, and recently incorporated several new companies into its group structure. With its most recent acquisition, the group now employs more than 90,000 people in more than 70 countries and reports an annual revenue of €11 billion.

“With so many new acquisitions, we knew that we needed to introduce a standardized procurement model in order to keep track of sourcing activity across the group,” says Peter Hobday, deputy chief procurement officer at Atos. “We wanted to establish group-wide visibility of procurement activity in order to better track and optimize spend while ensuring effective communication with our vendors.”

The procurement organization measures success based on its ability to control a tight budget, which is set every six months. It has 15,000 vendors, produces around 250,000 purchase orders, and runs over 200 e-sourcing events each year. Procurement teams across the group handle an average of 15,000 shopping carts per month. Without a comprehensive overview of procurement activity, there was no way of effectively managing or optimizing sourcing and spend across the company.

“Atos has grown massively in the last four to five years, and we needed a standardized procurement platform rather than a collection of tools inherited from acquired companies.”

Peter Hobday, Deputy Chief Procurement Officer, Atos SE
Automating procurement with a standardized platform

Representatives from Atos’ IT, finance, and procurement departments devised a strategy that centered on simplifying, standardizing, and automating existing processes. The goal was to gain greater visibility across the group and reduce the costs of the end-to-end procure-to-pay (P2P) process. Atos also wanted to modernize its contract database, catalog, supplier relationship management, and e-sourcing tools for improved functionality.

Atos chose to deploy the SAP® Ariba® Sourcing, SAP Ariba Contracts, SAP Ariba Supplier Information and Performance Management, SAP Ariba Catalog, Ariba PO Automation,* and Ariba Invoice Automation* solutions. It now uses a single platform for all procurement activity across the group, and it uses Ariba Network to manage POs and invoices, digitizing previously paper-based processes.

Already a user of the SAP ERP application and the SAP HANA® platform, Atos rebuilt and integrated its existing SAP Business Warehouse application and SAP BusinessObjects™ business intelligence solutions. This enables procurement teams to run standard reports on expenditure by country, legal entity, category, and vendor quickly and easily. SAP Ariba Supplier Information and Performance Management reports help Atos manage and track supplier information and performance more effectively than before.

Hobday is pleased to note, “We can now see exactly where and when each of our 15,000 monthly shopping carts is being requested and how far it has gone through.”

*No longer available as an individual product, but some features and capabilities may have been rolled into other SAP Ariba offerings.
Raising standards and identifying areas for improvement

By rolling out SAP Ariba solutions across the procurement organization, Atos has achieved a new level of visibility and control. Simple access to accurate sourcing figures from across the group is a significant benefit to the company’s central management.

Sending out paper POs and receiving paper invoices used valuable budget on transactional activities and was one of the procurement organization’s target areas for improvement. By automating these processes, it aims to cut the number of paper POs and invoices by 80%, significantly reducing administrative workload. Plus, by almost eliminating repetitive manual tasks, it has already drastically reduced the risk of human error across the procurement process.

Through the use of SAP Ariba solutions, Atos has continued to improve its procurement teams’ performance. Greater visibility allows teams to negotiate contracts at the most opportune time, as the SAP Ariba solutions help them spot windows of opportunity. “This visibility is key. It is an important risk mitigator, as we can now answer contractual questions in minutes rather than in days,” says Hobday.

“The biggest benefit is that it maps to our category management process, connecting the dots between sourcing, contracting, and placing business. This enables us to enjoy greater levels of management visibility and engagement within the business,” says Hobday. “Today we run all P2P activity through SAP Ariba solutions, which allows us to manage €4.7 billion spend across more than 50 countries.”

€4 million
Reduction in administrative overhead over five years

>80%
Of purchase orders to be managed on Ariba Network

900
Suppliers onboarded in one year
Executive overview
Company objectives
Resolution
Business transformation
Future plans

Capitalizing on information and performance management

Atos plans to introduce the SAP Fiori® user experience (UX), the new Web-based tool to make the group’s supplier relationship management platform more user-friendly for both requesters and approvers.

In addition, it plans to introduce mobile apps in order to speed up the approval of procurement shopping carts by enabling managers to approve shopping carts on the go.

The company also hopes to expand its use of SAP Ariba Supplier Information and Performance Management. The goal is to invite suppliers to control their own master data and then synchronize that with SAP Ariba downstream modules and SAP ERP.

“We are always challenging ourselves to improve and setting new key targets, such as our goal of more than 80% touchless invoicing,” says Hobday. “This is made possible by SAP Ariba solutions, which have helped us automate our processes.”