

# County of Santa Clara: How can a Silicon Valley mindset build a cloud for government procurement?

Home to Silicon Valley, the County of Santa Clara serves 1.8 million people across 15 cities with a \$6.1 billion annual budget. With approximately one-third of this allocation reserved for acquiring goods and services, the county's procurement department is continuously innovating new ways to make better use of taxpayer dollars.

Feeling the pressure of a 150% increase in information and processing requests, the procurement team ignited a wave of transformation focused on people, processes, and technology. The County of Santa Clara chose a suite of SAP® Ariba® solutions to automate the entire procurement lifecycle in the cloud. This digital strategy is helping the procurement organization drive efficient and productive operations for the public sector across three core areas: cycle time, compliance, and constituent experiences.



**“We are constantly looking for more cost-effective means of procurement acquisition that will increase efficiency and enhance productivity while serving our constituents and businesses better.”**

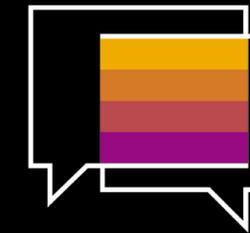
—Jenti Vandertuig, Chief Procurement Officer, County of Santa Clara

By adopting SAP Ariba solutions, the procurement team is shedding its paper-pusher past and automating all transactions. Public sector employees issue electronic purchase orders and consult a catalog of 300 standardized contracts to fulfill operational needs with greater compliance and optimized pricing. The cycle time is dramatically shorter as 90% of requests are complete within one day, compared to four weeks before.

Consolidating all transactions and contracts on a single cloud-based platform provides a unique opportunity for building public trust. Residents, business owners, administrators, board members, and elected officials can now access all acquisition information with ease. This additional capability empowers the procurement organization to drive best practices that change the delivery of goods and services. But more important, constituents can see that their government is working efficiently and making the best use of their money.



**\$2.5 billion**  
in goods and services  
are procured annually  
by the county's  
operations



**40%**  
of suppliers transact  
with county agencies  
electronically



**400+**  
contracts, totaling \$1.5  
billion, are purchased  
electronically each year





**County of Santa Clara**  
 Santa Clara, California  
[www.sccgov.com](http://www.sccgov.com)

**Industry**  
 Public Sector

**Products and Services**  
 Procurement

**Employees**  
 19,000

**SAP Solutions**  
 SAP® Ariba® solutions

SAP Ariba Sourcing

SAP Ariba Spending Visibility

SAP Ariba Contracts

SAP Ariba Buying  
 and Invoicing

# The Silicon Valley-Inspired **Innovator** of Government Procurement

The County of Santa Clara procurement department is using its appreciation for technology to inspire a new way of delivering goods and services to public sector operations. By automating and consolidating its transactions and contracts, the organization supports acquisition processes that are efficient, compliant, and transparent.

## Before: Challenges and Opportunities

- Needed to improve the efficiency of procurement operations while remaining compliant
- Demanded greater visibility into sourcing transactions for the government and its constituents
- Wanted to forecast projected spend to prepare annual budgets with greater accuracy and supportive insights

## Why SAP

- Roll multiple systems, that are involved in the same process, into one cloud-based solution
- Automate the entire procurement lifecycle
- Deliver one platform to store, secure, and access data

## After: Value-Driven Results

- Greater influence on enacted policies and legislation to improve the delivery of goods and services
- Electronic, paperless, and automated processes that are accelerating processes and helping to save the environment
- Engaged workforce culture that embraces continuous improvement and life-long learning

**“It was a win-win situation for us to work with SAP. The technology that we implemented is moving forward our transformation vision for procurement and building public trust.”**

—Jenti Vandertuig, Chief Procurement Officer, County of Santa Clara

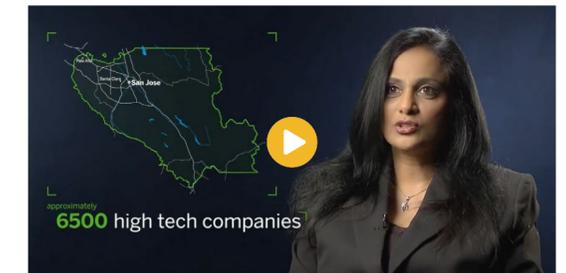


90%

of acquisitions are approved within one business day, compared to 4 weeks previously

80%

reduction in time needed to approve suppliers



**SAP Ariba Transforms Government Procurement for Santa Clara County**