Customer Success
with SAP® Ariba® Solutions
Your success is based on delivering tangible business outcomes to your internal and external stakeholders – and our global Customer Value Organization is dedicated to that mission. We work with your business to simplify procurement by translating leading practices from our 3.4 million buyers and sellers conducting US$2.1 trillion in commerce annually in 190 countries into your specific context to rapidly adopt our best in class cloud applications and network.

Focused on responding to your changing business needs from deployment to ongoing support, we are ready to drive continuous adoption by working closely with your teams and providing data-driven insights.

I am delighted to share these stories of best-run customers from around the globe across multiple industries. I invite you to learn about our customers’ success with SAP® Ariba® solutions to inspire your journey towards an intelligent enterprise.

— Chris Haydon,  
Senior Vice President, Customer Value Organization  
SAP Ariba

For more Customer Insights, please visit:  
www.ariba.com

3.4 million  
connected businesses on Ariba Network

$2.1 trillion  
transacted annually across Ariba Network

Millions  
of buyers and suppliers operating in 190 countries
Through Ariba Network, suppliers can track invoice status and payment schedules online, which reduces the volume of help-desk calls. Many of them are taking advantage of early-payment offers to improve their cash flow.”

— Hanif Dhrolia, E-Commerce Manager

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Read the press release »
County of Santa Clara  
Public Sector  
19,000  
California, United States

SAP Ariba Sourcing, SAP Ariba Spend Visibility, SAP Ariba Contracts, and SAP Ariba Buying and Invoicing

SOLUTIONS IMPLEMENTED

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Watch the video »

$2.5 billion in goods and services procured annually by the county’s operations

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

Electronic, paperless, and automated processes accelerate processes and help save the environment

90% of acquisitions approved within one business day, compared to four weeks previously

Greater influence on enacted policies and legislation to improve the delivery of goods and services

80% reduction in time needed to approve suppliers
“Simplicity is key when it comes to managing a company of our size. SAP Ariba solutions couldn’t have been easier to deploy and integrate with our mission-critical SAP applications. What’s more, they are straightforward to use – making life much simpler for procurement staff and managers alike.”

— Sandesh Bambolkar, Senior General Manager of Materials

80% of contracts comply with audit requirements

$600,000 in savings achieved in just six months

$14 million in spend managed

$75–$100 million worth of indirect material for research and development converted into a catalog

View the case study »
Higher productivity due to the elimination of time-consuming manual and spreadsheet work

14% average reduction in e-auctioning costs

500 new sourcing projects created

1,000 new supply agreements established

330 new suppliers identified

Increased cost efficiency in indirect sourcing

“We have gained a single source of the truth with SAP Ariba Sourcing solution, which empowers us to identify and replicate the smartest possible purchasing decisions.”

— Yulie Sotnikova, Head of Procurement

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"We can do good in the world if we have the right information available to us, and SAP Ariba Supplier Risk is going to help us do that."

— James Edward Johnson, Director of Supply Chain Risk Management and Analysis
SAP Ariba solutions allow us to keep procurement simple, removing any roadblocks to help our staff complete tasks more quickly and more easily.”

— David Bury,
Chief Procurement Officer

80% reduction in the number of invoices processed without a valid PO in place

Increased efficiency by making it easier for staff to process approvals, payments, POs, and invoices

Expansion of direct and indirect spend managed with SAP Ariba solutions to A$1.8 billion (US$1.4 billion)

Boosted procurement compliance

Improved communication with vendors by using Ariba Network

Improved visibility and control over procurement

Nufarm
COMPANY
Chemicals
INDUSTRY
3,200
EMPLOYEES
Australia
COUNTRY

SAP Ariba Strategic Sourcing, SAP Ariba Buying and Invoicing, and Ariba Network

SOLUTIONS IMPLEMENTED
We need to be better and faster, so we are changing the way the entire purchasing community within SKF works – not just from a system point of view but also from a process and behavioral perspective.”

— Johan Ramström, Head of Strategy and Business Transformation
“SAP Ariba Sourcing solution, with its custom-made techno-commercial-administrative workflow, facilitates formalization and centralization and reduces transaction cost and time.”

— Gautham T., Head of Strategic Sourcing

V-Guard Industries

<table>
<thead>
<tr>
<th>COMPANY</th>
<th>Consumer Products</th>
<th>INDUSTRY</th>
<th>8,500</th>
<th>EMPLOYEES</th>
<th>India</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAP Ariba Sourcing</td>
<td>SOLUTIONS IMPLEMENTED</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
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- **Consolidated sourcing activities**
  from six different divisions to a centralized sourcing hub

- **Collaborative buying and seamless collaboration**
  with new product development, R&D, and quality teams

- **6%**
  average cost savings by using reverse auction capabilities

- **Less risk**
  through Ariba Network, which connects V-Guard to a global pool of relevant suppliers

- **Higher productivity**
  with a repeatable sourcing process to accelerate turnaround time

View the case study »