SAP Solution Brief
SAP Ariba Solutions | Procurement Operations Desk Capability

Streamline and Automate Source-to-Settle Tasks
for Procurement Teams

THE BEST RUN **SAP**

Scale your procurement team's ability to process requests

Does your company have a procurement operations team – but still strive to manage manual, nonscalable, **source-to-settle requests**? These requests can overwhelm even the most efficient teams, as they require extra time to source vendors and get approvals. To work efficiently, they need better collaboration and visibility into requests.

Manual, fragmented processes not only create costly inefficiencies and unhappy users, but they also limit the visibility, intelligence, and control needed to meet service-level agreements (SLAs) and handle critical needs.

That's why SAP® Ariba® solutions feature an intelligent procurement operations desk capability that transforms procurement team productivity, scalability, and performance by automating and streamlining related project tasks (see **Figure 1**). Use it to efficiently intercept requests, assign them

to the right person, equip them to collaborate and manage deadlines, and provide transparency along the way.

With role-based visibility and in-context collaboration, this capability allows your team to scale to meet growing volumes of source-to-settle requests while meeting SLAs.

With end-to-end integration that connects front- and back-office processes, it's never been easier to manage processes, tasks, and teams to achieve the best outcomes for you – and your customers.

Figure 1: Procurement Operations Desk

Scale your procurement team's ability to process requests

Intelligent, integrated,
role-based workflows

With the automation built into our procurement operations desk capability, you can prevent requests from falling through the cracks and you'll stop missing deadlines. Once the procurement operations desk capability receives the request, automation helps ensure that relevant requests are reviewed, delegated to the right person, and assigned the appropriate level of prioritization.

End-to-end, role-based workflows provide your staff with the intelligence and control they need to manage, track, and collaborate on source-to-settle tasks quickly and efficiently. For example, procurement managers can easily create and manage queues and task SLAs with no coding required. Procurement agents are presented with a prioritized list of assigned tasks with related activities, and smart guidance directs them to quickly take action on what's most important.

Finally, native integration with all SAP Ariba solutions ensures that any changes to requests made by agents are automatically reflected in connected software. This helps ensure request information is consistent and accurate at all times.

Intelligent, integrated, role-based workflows

End-to-end visibility for procurement staff and customers

In-context collaboration that drives efficiency

End-to-end visibility for procurement staff and customers

Most procurement operations teams have little visibility into task status, SLAs, and KPIs, which reduces productivity and delays corrective actions. In fact, agents often struggle to see what is assigned to them, as this information may be scattered across different systems. In these types of work environments, no one – including procurement managers, agents, and customers – has timely visibility into the real status of requests.

With the procurement operations desk capability, everyone can see who is working on what and the current status of requests. Managers can view staff

workloads; reassign requests to load balance; and monitor processes, KPIs, and SLAs to detect issues and implement corrective actions (see **Figure 2**). They can even configure SLAs and alerts for specific requests – all with just a few clicks – to enable you to meet your unique requirements.

At the same time, agents have a single, up-to-date, and prioritized view of their tasks and what to do next. At every step, they can mark subtasks "complete" as they work, which keeps team members – and customers – informed of request progress.

Intelligent, integrated, role-based workflows

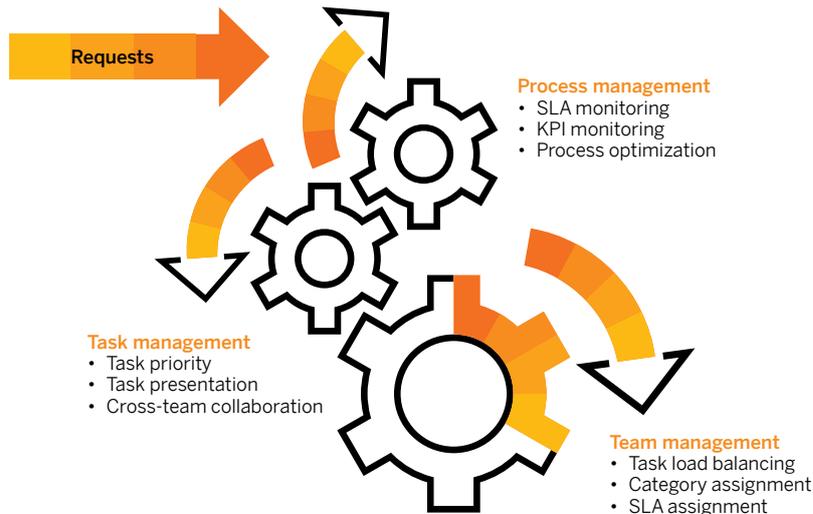**End-to-end visibility for procurement staff and customers**

In-context collaboration that drives efficiency

Set up autogenerated SLA alerts so that as deadlines approach, the right people receive them and take **corrective action**.

Figure 2: End-to-End Support for Task, Process, and Team Management and Visibility

Requests

Process management
- SLA monitoring
- KPI monitoring
- Process optimization

Task management
- Task priority
- Task presentation
- Cross-team collaboration

Team management
- Task load balancing
- Category assignment
- SLA assignment

Intelligent, integrated, role-based workflows

End-to-end visibility for procurement staff and customers

In-context collaboration that drives efficiency

In-context collaboration that
drives efficiency

For most procurement operations teams, collaboration occurs through e-mail, phone calls, and face-to-face communications. But shared information gets lost, messages fall through the cracks, and misunderstandings can frustrate customers and lead to costly errors.

To address these issues, our procurement operations desk capability provides a unified, online procurement workspace that eliminates duplicate work, missed messages, and misunderstandings. It supports:

• Real-time, easy collaboration with other team members that's always in the context of request details managed within the software
• In-line responses to questions by other team members
• Real-time status updates back to the requester

Embrace **in-context collaboration** for procurement processes that are fast, efficient, and transparent.

Intelligent, integrated, role-based workflows

End-to-end visibility for procurement staff and customers

In-context collaboration that drives efficiency

7 / 9

Realize the benefits

With the procurement operations desk capability in SAP Ariba solutions, you can expand spend under management – including spend that would otherwise occur outside contracts. The capability can also empower your current procurement operations team to meet growing volumes of these requests quickly, accurately, and on time. You benefit from:

- A faster, more-accurate source-to-settle process to reliably meet customer SLAs
- Improved productivity, efficiency, and performance
- Exceptional visibility and control across all procurement operations
- Smarter, more-effective collaboration across teams and with departments

Enjoy **high levels of visibility**, control, and efficiency across all procurement operations tasks when handling PO-driven requests.

- Fewer errors and oversights
- Enhanced customer experiences that boost satisfaction
- Greater compliance and scalability across the enterprise

Realize the benefits

Summary

The procurement operations desk capability in SAP® Ariba® solutions can transform the productivity and performance of procurement operations teams by providing a single, scalable way to automate procurement tasks. Role-based visibility, artificial intelligence (AI), and in-context collaboration help teams meet service-level agreements (SLAs) for spend management. End-to-end integration connects front- and back-office processes with a smooth user experience that fulfills the promise of intelligent enterprises.

Objectives

- Automate procurement task management
- Manage work volumes, deadlines, and request complexities
- Reduce errors and SLA violations
- Improve visibility into task status and KPIs

Solution

- Automated routing and assignment
- Customizable dashboards for unified visibility into progress, priorities, and performance
- SLA-based task prioritization and KPI tracking
- Built-in messaging for easy, in-context collaboration
- AI-driven task automation, process enablement, and insights

Benefits

- Greater visibility, control, and efficiency across all tasks
- Smart, effective cross-team collaboration
- Fewer errors and missed SLAs
- Increased customer satisfaction
- Effective resource allocation and balanced workloads

Learn more

To find out more, call your SAP representative today or visit us **online**.

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