



SAP Ariba 

SAP Business Transformation Study | Industrial Machinery and Components | Rand-Air South Africa | PUBLIC

# How Is a Better Business Network Helping an Equipment Rental Company Improve Cash Flow and Customer Service?



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From automotive to chemicals, mining, and more, industrial operators across South Africa know they can count on safe and reliable air-compression and generator equipment from Rand-Air. Not only do clients have access to the country's largest range of cutting-edge, oil-free compressors, but they can also be sure to receive top-notch customer care. To expand the business and keep providing the very best service, Rand-Air was looking for an e-commerce network that would help it better manage orders and reach more customers.

Rand-Air now runs 15% to 20% of its business through Ariba® Network. Employees like the network's user-friendly interface, and managers like being able to track orders, invoices, and payments in real time from a single dashboard. All of this helps speed processing and makes providing customer support faster and easier than ever. Plus, being on the world's largest business network means Rand-Air can bring its passion for quality equipment and service to more businesses across South Africa.



“My team looks after sales, suppliers, invoicing, and more for a large portion of South Africa, so **simple systems are crucial**. I need all our order info so I can help clients right away. It gives me more time to focus on selling and maintaining customer relationships.”

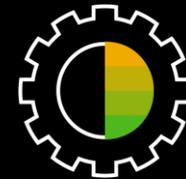
Linda Jäger, Business Development Manager, Rand-Air South Africa Pty Ltd.

As a company that rents air compressors and generators for variety of industries, Rand-Air South Africa is in the process of migrating to Ariba® Network. Previously a Quadrem Network user, it has already migrated two buyers – representing roughly 25% of its revenue. The rest of its customers using Quadrem will be migrated in the months ahead. With Ariba Network, Rand-Air is experiencing faster and easier order, invoice, and payment processing – helping it improve customer service and sharpen its competitive edge.



12

Branches and agencies across South Africa



>700

Portable air compressors and generators for hire



24x7

Customer support



# Transforming Customer Interactions with Ariba® Network



**Rand-Air South Africa Pty Ltd.**  
Johannesburg, South Africa  
[www.randair.co.za](http://www.randair.co.za)

**Industry**  
Industrial machinery and components

**Products and Services**  
Rental of portable air compressors and generators

**Employees**  
88

**SAP® Solutions**  
Ariba® Network

Since joining Ariba Network, Rand-Air South Africa is finding it faster and easier than ever to process orders and collect payments for the rental of air compressors and generators. Having all its order information in one place also means it can assist customers more quickly. The result is greater control and better service – helping secure its position as the region’s market leader.

## Before: Challenges and Opportunities

- Become a leader in specialized industrial machinery rentals and ensure profitable growth
- Fully migrate from Quadrem Network to Ariba Network
- Make it easier to collaborate on transactions, strengthen relationships with buyers, and discover new business opportunities

## Why SAP

- Acquisition of Quadrem, bringing Quadrem Network customers into Ariba Network
- World’s largest business network for buyers and suppliers
- User-friendly, intuitive dashboard and fast, professional support

## After: Value-Driven Results

- Faster and easier order, invoice, and payment processing – improving customer service
- One dashboard that provides full visibility into orders, invoices, and payments, including the ability to predict the exact date of remittance as soon as a payment is processed and accepted by the buyer
- User satisfaction with a simple and intuitive interface that allows new people to get up and running at first use
- Improved payment terms and better ability to predict and apply cash flow
- Opportunity to connect with more customers through Ariba Network

**“As a rental company, we need to keep our equipment out and rented in order to grow revenue. We cannot afford to wait for payments. With Ariba Network, we are in control of the process. We are no longer at the mercy of buyers. This is a game changer for us.”**

Linda Jäger, Business Development Manager, Rand-Air South Africa Pty Ltd.

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## 24 hours

To receive orders after submitting e-proposals to buyers, down from 7 days

## 24 hours

To process invoices, down from 7 days

## Net 30

Faster payment, from more than 90 days to receive payments to net 30 days



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