



## SHI and First National

### Using SAP® Ariba® Solutions to Centralize and Streamline IT Procurement

**SHI International Corp.** is a multibillion-dollar global provider of technology products and services and is the largest Minority and Women-Owned Business Enterprise (MWBE) in the United States. SHI delivers innovative, custom IT solutions supporting all mission-critical computing requirements to corporate, enterprise, public sector, and academic clients worldwide. Through the SHI Cloud, the company provides high-performance, next-generation infrastructure as a service to help customers accelerate to the cloud rapidly, securely, and efficiently. SHI specializes in helping organizations manage their assets, streamline their operations, and maximize their IT investments.

**First National Bank of Omaha** is a subsidiary of First National of Nebraska, the largest privately owned banking company in the United States, with US\$17 billion in managed assets and nearly 5,000 employee associates. First National provides a full range of banking and financial services, including consumer deposit and lending products, business banking, commercial lending, private banking, wealth management, and trust services. It is the sixth-largest agricultural lender in the country, the largest commercial provider of financing to the ethanol industry, one of the top 15 credit card processors, and one of only three banks to offer all four major credit card networks.

"SHI is proud to be an eight-year, strategic IT supplier and trusted advisor to First National of Nebraska. SAP Ariba solutions' technology and service capabilities have greatly simplified the way we do business, allowing both SHI and First National to drive maximum value from our technology investments and business commerce initiatives. We look forward to strengthening our relationship with First National and supporting their IT needs for many years to come."

*John D'Aquila,  
Applications Support Manager,  
SHI International Corp.*

#### SAP® Ariba® Solutions

##### SHI

- Ariba® Network
- SAP® Ariba Catalog solution
- Level 1 and Level 2 of the PunchOut feature
- E-invoicing from SAP Ariba solutions

##### First National

- Ariba Network
- SAP Ariba Sourcing solution
- SAP Ariba Contracts solution
- SAP Ariba Spend Analysis solution
- SAP Ariba Buying and Invoicing solution

#### The Challenge

- SHI wanted to connect more efficiently with First National and other customers through a single, centralized interface
  - Setting up and maintaining multiple point-to-point relationships through EDI, fax, phone, e-mail, print, mail, and stand-alone Web catalogs was costly and time-consuming
- First National's multivendor buying process made it difficult to manage software purchases and compliance
  - Multiple vendor sites required different logins and passwords
  - Lack of spend visibility resulted in missed savings opportunities
  - Fragmented invoice processes required First National staff to manually enter data, driving up costs

## The Solution

- SHI began transacting on Ariba Network in 1999, gradually expanding to support SAP Ariba solution customers throughout Europe, Asia Pacific, and North America
  - Added multiple capabilities including order and catalog collaboration, Level 1 and Level 2 of the PunchOut feature, invoice collaboration, and CIF catalogs
  - Functionality is integrated through the SHI Procurement System (SHIPS)
    - o Offers customizable features like multilingual support, approval routing, integration to advanced procurement platforms, and hardware configuration tools that align easily with customers' preferred ways of doing business
- First National implemented SAP Ariba solutions in three waves between February and April 2010, using Ariba Network along with the SAP Ariba Sourcing solution, the SAP Ariba Spend Analysis solution, the advanced edition of the SAP Ariba Buying solution, and the SAP Ariba Contracts solution
  - Began centrally managing all licensing and purchases for installed equipment through one department

## The Connection

- SHI and First National started using Ariba Network to conduct business in 2010, implementing online order collaboration, Level 1 of the PunchOut feature, and e-invoicing
  - Rapid testing cycle began in November 2009 and enabled SHI to quickly meet all First National requirements and ensure a seamless, trouble-free go-live in February 2010
  - Ease of use combined with SHI's knowledge of First National's IT infrastructure and catalog requirements helped accelerate the integration process
- Highly customized PunchOut catalog was developed to meet First National's specific ordering habits and requirements
  - Frequently ordered items are prominently displayed on the home page to drive easy access to high-touch items and enhance user experience
  - Catalog functionality is fully integrated with SHIPS
- SHI works closely with First National to ensure optimal results through SAP Ariba solutions
  - Dedicated SHI account team representatives provide noncatalog quotes and help with orders, while SAP Ariba solutions provide the electronic connection for ordering and invoicing
  - Direct access to an SHI applications support manager and support team, plus regular live meetings and instructional Webinars drive collaboration and ensure First National's business commerce success
  - Detailed purchase history reports provided by SHI support First National's compliance efforts

## The Results

- Using SAP Ariba solutions to establish a single, centralized business commerce platform for transactions has strengthened the SHI/First National relationship and driven major benefits for both companies
- In the two years since the launch, SHI has added 20 manufacturers to the First National catalog and realized 50% revenue growth – more than 70% of catalog visits now result in an order
- First National has gained visibility into all spend across its entire seven-state footprint, enabling the company to better leverage spend power and save money
  - Sourceable spend under management has risen from 11% to more than 60% in less than two years
  - End-user surveys consistently return high satisfaction scores
- Low- or no-touch orders in SAP Ariba solutions orders save time and resources, enabling SHI to focus on strategic initiatives that drive business value and sales with First National and other customers
- Automated matching of POs and invoices simplify AP management, reducing errors and expediting payments
- Direct access to SHI's business commerce portal makes it easy for First National to source and purchase needed products, eliminating the need for multiple vendor IDs and passwords
  - Automating orders through an integrated environment has enhanced process efficiencies, with end users placing orders instead of going through a buyer
  - Ability to easily expand SHI product lines to meet changing IT needs helps First National control user spend and increase compliance
- First National plans to implement collaborative requisitioning to grow its relationship with SHI and further boost spend management success through SAP Ariba solutions

## About SAP Ariba Solutions

*SAP Ariba solutions support the marketplace for modern business, creating frictionless exchanges between millions of buyers and suppliers across the entire source-to-pay process. Our market-leading solutions enable companies to simplify collaboration with their trading partners, make smarter business decisions, and extend their collaborative business processes with an open technology platform. More than two million companies use SAP Ariba solutions to connect and collaborate around nearly US\$1 trillion in commerce on an annual basis. To learn more about SAP Ariba solutions and the transformation they are driving, visit [www.ariba.com](http://www.ariba.com).*

*"Using SAP Ariba solutions to transact with SHI has allowed our organization to automate our procure-to-pay process with a seamless result."*

*Dave Haustveit, Technology Sourcing Analyst, First National Bank of Omaha*

[www.ariba.com](http://www.ariba.com)

