

# Meeting Customer Requirements and Getting Paid Faster



## Challenges

- Asked by longtime customer Pfizer to adopt an Ariba-based e-procurement solution as part of a pilot program to streamline procure-to-pay cycles
- Pilot program designed to test purchase order and payment processes with select suppliers before rolling out a more wide-scale development
- Had an e-procurement system in place and were knowledgeable about electronic transactions, but had no prior experience with the Ariba® Network

## Solutions

- Worked with Ariba to get the system online and in compliance with Pfizer requirements
- Ariba-based system was quick and easy to implement
- Within a couple of days after contacting Ariba and receiving guidance on setting up PO and e-invoicing systems, the company was testing order entry and payment processes with Pfizer
- User-friendly system requires no technical support

## Results

- Successfully transacting with Pfizer over the Ariba Network for years
- Enabled a paperless trail that cuts down on the cost of hard copies and filing
- Much easier to track orders and payments
- More convenient order entry and faster and more efficient payment processing
- Transacting over the Ariba Network has strengthened its relationship with Pfizer and reinforces the company's value as a source for specialized glassware
- Moving from paper-based systems to electronic processes significantly lowers costs, reduces errors, and speeds payment
- By transacting on the Ariba Network, the company will be able to more easily offer this e-procurement option to other clients as well

**“Since our involvement with the Ariba Network, we have found it to be a user-friendly system, with the added benefit of being able to track our invoices as they are being processed, which in turn has resulted in more efficient and faster payments from our customer.”**  
Andy Pledger, Managing Director, Cambridge Glassblowing Limited

### Profile

Cambridge Glassblowing Ltd. specializes in the manufacture of high-quality scientific glassware to customer specifications, in both borosilicate glass and silica quartz. The company, based in Cottenham, Cambridge, England, serves a wide customer base with diverse requirements, including pharmaceutical, chemical, medical research, laser manufacturing, and advertising companies as well as universities.

### Ariba Commerce

#### Cloud Features

- Ariba Network

