

Delco Guarding and Security Service CC

Strengthening Customer Relationships and Growing Business

Delco Guarding and Security Service CC is a maintenance, repair, and operations (MRO) company in Johannesburg, South Africa. Passionate about delivering high-quality services, its mission is to provide quick yet efficient maintenance. The independent, family-owned business operates with five employees and has a revenue of 1,000,000 South African Rand.

Committed to completing a job request right the first time, Delco will work around the clock, even staying open during the holiday season, in order to deliver the best results. It typically responds to small maintenance jobs not covered by bigger businesses. The MRO company's specialties range from lights, cabinets, and locks to toilets and plumbing.

Solution

Seeking to meet the challenges of slow cash flow and e-mailed purchase orders, Delco joined the Ariba® Network when its customer, Nedbank, introduced the platform. A supplier of Nedbank since 2010, Delco implemented the e-commerce tool to strengthen its customer relationships and grow the business.

The results were immediate. Amanda Taljaard, co-owner of Delco, flipped her own purchase order (PO) on her first day on the Ariba Network. While switching over to the commerce solution had its challenges, she is proud that Delco now processes all invoices on the Ariba Network. Since implementing the solution, Taljaard has achieved her goal of streamlining the manual procurement process and simultaneously receiving PO confirmations and advanced shipping notice acknowledgments.

Through the Ariba Network, Delco delivers MRO services to all Nedbank branch locations in the Gauteng province of South Africa. Delco goes the extra mile to assist the Nedbank staff in capturing quotes, resulting in quicker payment turnaround. In turn, Nedbank is able to put in more MRO requests, boosting Delco's business growth.

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Amanda Taljaard
Co-Owner of Delco

Through its relationship with Nedbank, Delco has learned that the Ariba Network helps manage business transactions with excellent visibility and transparency. The solution provides the tools to enhance human relationships and discuss issues with customers. According to Taljaard, "The Ariba Network helps Delco see simpler by enabling us to work with more branches in a day. We can handle three times more work and be more organized because all information is visible in the solution." Delco goes beyond simply requesting POs from Nedbank branches, to building more collaborative opportunities.

Benefits

A small MRO supplier with limited cash flow, Delco previously struggled to manage multiple orders and take on new business. Since joining the Ariba Network, the company has increased its overall volume of POs and invoices, directly increasing revenue. Excited to no longer sit in the office and wait for orders to arrive, Delco embraces the solution because "the streamlined process allows it to focus on new business opportunities, rather than spend time chasing down payables, because the company can see the status of all accounts."

Receiving payments more regularly has increased cash flow for Delco, which provides the working capital it needs to take on new business. Due to the increase in visibility and control of orders received, Delco can now invoice as soon as a job is signed off. The user-friendly interface of the Ariba Network enables Delco to flip 15 to 20 invoices daily.

Delco registered on the Ariba Network because the e-commerce tool is the preferred method of trade for its customers. Business for the company has grown 10% because the solution helps it retain and improve existing customer relationships. Delco expects the Ariba Network to contribute 80%–90% growth in the next few months. With a goal of increasing the number of jobs and an improved national economy, Delco hopes other South African companies will follow suit after its immediate success.

Future Plans

The main goal of the MRO company is to expand its business opportunities with new and current customers by offering more services. Delco expects to broaden its business horizons by implementing the Ariba Discovery solution to connect with a diverse network of new potential customers in South Africa and internationally. It is in the process of registering as a BBBEE-compliance, or black-empowered company, which is an official South African government designation that responds against narrow-based empowerment.

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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 2 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.

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