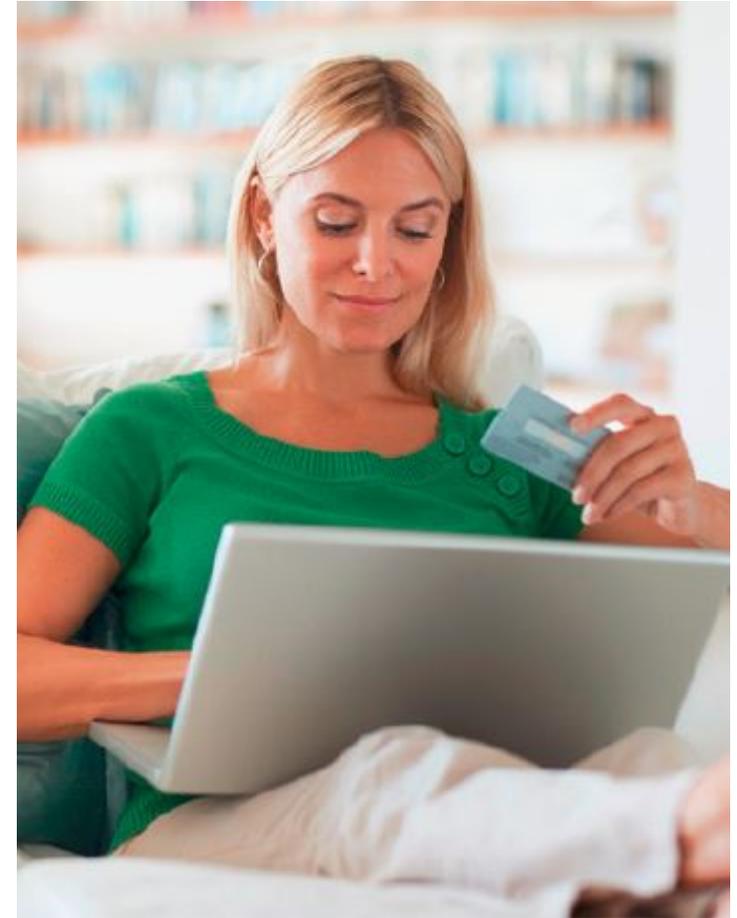


Insight: Earning Millions in Online Orders with Better Business Commerce and SAP® Ariba® Solutions

More than 70,000 businesses around the world count on hardware, software, and services from Insight to operate more efficiently and securely. As an IT provider, Insight practices what it preaches. It recognized that its own growth hinged on meeting customer demand for more advanced business commerce capabilities and on easing compliance with local tax and legal regulations.

To better serve its customers, Insight implemented SAP® Ariba® solutions. It connected to the Ariba Network and deployed the Ariba Punchout and online catalog solutions as well as cXML for automation. It also participated in the platinum level of the Ariba Ready program. Insight has since consolidated disparate processes, improved customer service through visibility into global compliance, and sped up customer onboarding while lowering operational, marketing, and sales costs.



Picture Credit | SAP SE, Walldorf, Germany. Used with permission.

Insight drives growth while lowering costs

Company (Supplier)

Insight Enterprises Inc.

Headquarters

Tempe, Arizona

Industry

High tech

Products and Services

IT hardware, software, and service solutions for business and public sector organizations

Employees

5,400

Revenue

US\$5.3 billion

Web Site

www.insight.com

Objectives

- Proactively address customer requirements for advanced business commerce capabilities
- Help an expanding global customer base ensure compliance with local tax and regulatory requirements
- Drive growth while managing operational, sales, and marketing costs

Why SAP® Ariba® solutions

- Position as a trusted advisor to many buyers on the Ariba® Network
- Valuable advanced marketing resources and greater credibility as a commerce expert through the Ariba Ready Platinum program

Resolution

- Increased the use of the Ariba Punchout solution for catalog publication
- Aggressively leveraged the integrated marketing part of Ariba Ready and tested licenses of buy-side SAP® Ariba solutions to provide a holistic customer experience and drive sales

Benefits

- E-invoicing that provides visibility into and help with compliance for local trade, tax, and regulatory requirements across global regions and divisions
- Increase in competitive edge through rapid fulfillment of customer onboarding efforts

“Our e-commerce software provides integrated and streamlined solutions for our clients, allowing them to save time, reduce costs, and operate more efficiently.”

Jamie Werve, Senior Manager, E-Commerce Operations, Insight Enterprises Inc.

50%

Of e-commerce sales volume through SAP Ariba solutions, with ongoing growth anticipated

30 minutes

To complete new Ariba Punchout requests

Real-time

Catalog updates and lower process costs associated with catalog upload and validation

Better

Customer service

Major

Cost savings through business commerce efficiency improvements

© 2016 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://www.sap.com/corporate-en/legal/copyright/index.epx#trademark> for additional trademark information and notices. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.