# Computacenter: Transacting €100 Million in Revenue Annually over the Ariba® Network

Businesses across Europe rely on independent provider of IT infrastructure services, Computacenter, for a wide range of networking and collaboration solutions. A leader in the industry, Computacenter delivers on-site services in nearly 60 countries and supplies IT hardware and software in more than 100 countries.

Computacenter tapped into the Ariba® Network to create its branded Web shop, Computacenter Connect, including order acknowledgment, invoice integration, and electronic payment capabilities. With the Ariba Punchout solution, Computacenter's electronic catalog of services and products is integrated with customers' procurement systems. Now, the majority of orders are made electronically through Computacenter Connect, eliminating errors and manual processes, saving customers time, and helping them make more-informed buying decisions.
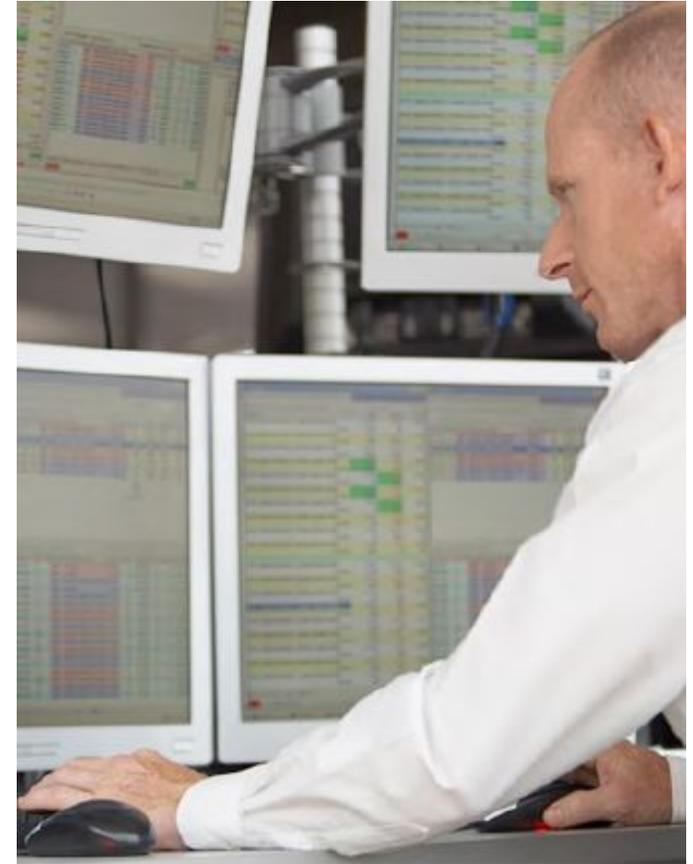
Picture Credit | SAP SE, Walldorf, Germany. Used with permission.

Online sales 12% higher than offline sales

Company (Supplier)
Computacenter plc

Headquarters
Hatfield, United Kingdom

Industry
Professional services

Products and Services
IT infrastructure services, consulting, support, and training

Employees
13,000

Revenue
£3.11 billion (€4.4 billion)

Web Site
www.computacenter.com

Objectives
- Simplify searches and purchasing from a catalog of over 60,000 items
- Standardize e-business for predictable customer setups that are repeatable and affordable
- Meet customer demand for automation of previously manual processes

Why SAP® Ariba® solutions
Invoicing of most orders electronically through the Ariba® Network, with the Ariba Punchout and Ariba Discovery solutions and with cXML ordering, catalog, and e-invoicing solutions

Resolution
- Created Computacenter Connect to serve diverse e-procurement needs
- Simplified catalog access
- Enabled the immediate transfer of sales quotes into online sales baskets
- Enabled continual product benchmarking, the Computacenter Recommends portfolio, and detailed product specifications

Benefits
- Efficient, standardized e-commerce with fast setups at no cost to customers, accelerating time to benefit
- Online ordering and virtual product warehousing that simplify buying and drive fast, consistent access to new hardware and software

"I am always delighted when a customer says they use SAP Ariba products, as I know we can get a reliable e-business solution implemented quickly and simply."

Sam Purches, Principal e-Business Development Consultant, Computacenter plc

Simple
Buying process that reduces errors, saves customers time, and helps them make informed choices

€100 million
In revenue transacted over the Ariba Network

10%
Of overall sales automated through the Ariba Network

65%
Of orders processed and invoiced electronically now

12%
Greater online sales value, compared to offline sales

SAP Ariba

SAP