Benefits

More than a help desk, the SAP® Ariba® Best Practices Center service provides the following benefits:

- Flexible, as-needed support tailored to your specific needs and projects
- Single, named point of contact who understands your unique situation
- Access to a world-leading commerce process and solution expertise and experience
- Proven processes and best practices for nearly all SAP Ariba solutions
- Faster ROI from software initiatives

The SAP® Ariba® Best Practices Center service provides business commerce professionals with access to our process expertise to help ensure greater adoption and sustainable results from your SAP Ariba solutions. SAP Ariba Best Practices Center team members leverage their knowledge of best practices within each solution area to provide strategic advice, allowing you to make the most effective use of all features of your SAP Ariba solutions.

The primary focus of SAP Ariba Best Practices Center is the use of methodologies that advance the implementation and adoption of SAP Ariba solutions, while enabling you to build internal skills and capabilities. With SAP Ariba Best Practices Center, you have access to solutions experts who have business backgrounds and can offer strategic guidance. Our remote support model is designed to be flexible so you can get the support you need, when you need it. Tap into the expertise of our experienced consultants to help you to get the most out of SAP Ariba solutions.

Procurement Solution Services
SAP Ariba Best Practices Center services include:
- Support for coaching and best practice sessions highlighting configuration, adoption, usage, and reporting using demonstrations
- Support and guidance on bridging multiple SAP Ariba solutions
- Support for reviews of new feature and functionality releases that might be relevant to an organization's specific initiatives in order to maximize the value of its SAP Ariba solutions

Use SAP Ariba Best Practices Center to receive strategic guidance on your own schedule. Augment your internal resources by using the expertise of the SAP Ariba Best Practices Center team when you need it. You will have the flexibility to use the service's expert coaching in as little as 30-minute increments, giving you the right amount of support when you need it and the ability to use the support over time.

Examples of Procurement Solution-Managed Projects
- **Implement and expand usage of contract compliance** – SAP Ariba Best Practices Center consultants can help customers gain a deeper understanding of the rich contract compliance functionality that exists in SAP Ariba Procurement solutions. This is a powerful feature that can be used for the procurement of indirect services as well as to achieve stricter control over the purchasing of goods against negotiated supply agreements that might involve volume-based pricing structures or discounts. SAP Ariba Best Practices Center can help customers gain an understanding of the options available when defining a contract in SAP Ariba Procurement solutions and the relevance of each setting to the procurement of various goods and services. Support can also include discussion of customer-specific use cases that may call for the use of contract compliance. SAP Ariba Best Practices Center advice in this area can range from strategic guidance on how use of contract compliance fits into the customer's overall spend management design, to tactical advice on how contracts should be set up in SAP Ariba solutions to achieve the customer's objectives for compliance and spend control for a specific category of spend or purchasing scenario.

- **Review reporting** – SAP Ariba Best Practices Center enables customers to leverage reporting functionality in SAP Ariba solutions to satisfy business requirements and a deep understanding of reporting features and how to apply them to current and future business needs. SAP Ariba Best Practices Center consultants can guide customers through a review of various aspects of the reporting functionality that is available within their deployed SAP Ariba solutions. Support may cover areas related to reporting such as reviewing reporting concepts, accessing prepackaged reports, creating custom analytical reports, and exporting reporting data to Microsoft Excel for postprocessing. In addition, consultants may provide support to customers as they define their reporting requirements and address them by leveraging prepackaged reports or creating custom analytical reports in SAP Ariba solutions.
- **Implement purchasing cards** – SAP Ariba Best Practices Center consultants can guide customers through the implementation of the purchasing card (P-card) feature in their deployed SAP Ariba solutions. SAP Ariba Best Practices Center support helps customers develop a configured system that enables them to leverage purchasing cards in their SAP Ariba solutions and gain a deep understanding of the P-card functionality and how to apply it to their business scenarios.

Results from Procurement Customers

The following are examples of successes achieved by some of our customers, aided by usage of SAP Ariba Best Practices Center services.

- A major insurance provider leveraged SAP Ariba Best Practices Center services to help with its initial usage of the SAP Ariba Contract Invoicing solution in procure to pay (P2P). The contract functionality had been configured during deployment but was not actively being used. The customer used SAP Ariba Best Practices Center support to refresh its understanding of contract compliance and get advice on contract strategies.
- An industrial adhesives manufacturer used SAP Ariba Best Practices Center services to revisit and refine the configuration of invoice exception types. During the initial deployment, this customer was unsure about which exception tolerance settings would offer the proper financial control without overburdening its accounts payable department. After using the system for some time, the customer was able to use SAP Ariba Best Practices Center services to confirm its understanding of invoice exception settings, refine requirements, and change the configuration to improve the company's efficiency in processing invoices.
- Another major insurance company utilized the SAP Ariba Best Practices Center to support the expanded use of its P2P system to purchase IT-related assets. The support included creation of several custom fields on the requisition and purchase order screens to support IT procurement, the integration of purchase orders and receipts from P2P into the customer's IT asset management system, and the configuration of centralized receiving for IT-related purchases.
- Two separate customers, one a large agricultural processor and the other a major discount retailer, leveraged SAP Ariba Best Practices Center services for advice on things to consider when rolling out P2P to locations in Canada.

Ready to Get Started?

To learn more, visit **www.ariba.com/services** or contact your account executive or SAP Ariba services account lead.

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