

## 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.

## SOURCING 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 Sourcing Services

- Event support can be used to enable you to run projects on your own. As you build and run a project, an SAP Ariba Best Practices Center consultant can support you at each stage, helping you to formulate a strategy, advising you on event setup, and helping you to analyze results. Event support can be used to understand the various price collection methods available through the sourcing tool such as items, lots, total cost, price breakdown, custom formulas, alternative bidding, custom offline response sheets, matrix bidding, and more. Utilize SAP Ariba Best Practices Center support to understand when and how to use each of these options.
- Sourcing events can be simple or complex, and event and project templates in the SAP Ariba Sourcing solution can be customized to help you run your events better. Work with an SAP Ariba Best Practices Center consultant to determine your needs when running sourcing projects and events, and then learn how to build these needs into your sourcing templates. Utilize SAP Ariba Best Practices Center support to develop an understanding of how to maintain templates or build new ones when you need them.

## 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 two 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](http://www.ariba.com).

## RESULTS FROM SOURCING CUSTOMERS

The following are examples of successes achieved by some of our customers due to their usage of SAP Ariba Best Practices Center services.

- A large healthcare provider utilized SAP Ariba Best Practices Center support to run sourcing refresher sessions. These sessions enabled the customer to drive internal usage of the SAP Ariba Sourcing solution, leading to a 60% increase in sourcing events conducted through the tool.
- A large bank utilized SAP Ariba Best Practices Center support to run a two-phase digital equipment project (RFP and reverse auction), resulting in over 18% savings at the end of the project.
- A large cosmetics company achieved its goal of self-sufficiency after using SAP Ariba Best Practices Center to help it run three events with additional support for additional knowledge transfer webinars. These successful events are being used as a template to train new team members.

## READY TO GET STARTED?

To learn more, visit [www.ariba.com/Services](http://www.ariba.com/Services) or contact your account executive or SAP Ariba solutions account lead.

[www.ariba.com](http://www.ariba.com)

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