



## Exceptional Service and Supply Ltd. (ESS)

*Leveraging World's Business Commerce Network to Connect with New Customers and Business Opportunities*

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*Alex Thomson-Payan  
Founder and President  
Exceptional Service and Supply Ltd. (ESS)*

### Challenge

In markets like Angola, many business practices have not progressed beyond the 20th century. Obtaining RFQs, for example, is often handled by making an announcement in the national newspaper.

Alex Thomson-Payan, founder and president of Exceptional Service and Supply Ltd. (ESS), was not a believer in such antiquated ways of doing business. As an Angola-based provider of logistics and facilities management services to the petroleum industry, Thomson-Payan wanted to take things to the next level for his company.

### Solution

He discovered that with SAP® Ariba® solutions, he could achieve that goal. ESS joined the Ariba Network – the world's largest, most global business-to-business trading platform – to participate in a bid with one of the world's six supermajor oil and gas companies. And within 45 days, Thomson-Payan and his team had a multimillion-dollar contract. "It was such an easy, seamless, and transparent process. And it's creating huge opportunities for us," said Thomson-Payan.

The transparency that SAP Ariba solutions provide for ESS is invaluable and affords the company a clear advantage over its competitors. "For any multinational company that is bidding out work in a foreign country, transparency is always an issue," he says. "SAP Ariba solutions allow companies to monitor their bidding process on an international level, and, as a company on the platform, I can provide a greater level of comfort."

Since winning its initial bid, ESS has signed up for the Ariba Discovery solution – the premier service for matching business buyers and sellers globally. "With SAP Ariba solutions, you have a lot of decision makers internationally looking to make decisions for the local market. I'm hoping to turn this into international deals," said Thomson-Payan.

## Benefits

Both the connections that SAP Ariba solutions facilitate and the opportunities that they provide deliver significant benefits for ESS.

“There are very poor marketing platforms between the suppliers and the major operators in the Angolan market,” Thomson-Payan says. “SAP Ariba solutions provide a platform that I know all the operators are on; and I am willing to invest in it, because I know that our marketing dollars are going to connect us with people who are looking for what we offer and are ready to buy. We are almost overwhelmed by the amount of opportunity that we see.”

## Future Plans

Thomson-Payan hopes that his company’s use of SAP Ariba solutions will help to net more deals with company headquarters. “We represent many American companies, especially within the petroleum industry. Those companies are very worried about corruption, and we are very careful about that. This feels like a complete transparency mechanism that we can use to show that we are offering the best price, while also having the security that no one will come in and win the business with ulterior motives,” said Thomson-Payan.

## About Exceptional Service and Supply Ltd. (ESS)

*ESS is a company with extensive experience in the local Angolan market, run by Americans and Europeans, which helps companies trying to enter and operate in the market focus on their core business and have ESS deal with all the local operational difficulties. ESS is a 100% local content company that provides services to clients, such as GE, BP, Schlumberger, ConocoPhillips, Halliburton, and so on, with divisions in facilities management, logistics, procurement, heavy machinery rental, IT solutions, and more. Being an Angolan company, ESS in several cases also operates as the local partner for international companies entering Angola.*

## 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).*

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