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# How Can Delivery of **Critical Office Products** Help Suppliers Create a Rewarding Customer Experience?

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**350 buyers** worldwide who need the right goods to create a productive, safe, and clean workplace

Lyreco is on a mission to make workers' lives simpler, safer, and easier. With an inventory of more than 7,500 workplace supply solutions – including furniture, personal protection equipment, and cleaning supplies – the company offers next-day delivery to customers in 42 countries. As the popularity of business-to-business e-commerce grew, so did Lyreco's customer base – along with the demand for **efficient electronic data interchange**.



## With the help of powerful supplier enablement services, Lyreco delivers 250,000 boxes daily with a **99.3% service rate**.

With **SAP® Ariba® solutions**, Lyreco, a leading global distributor of workplace supply solutions, was able to:

- Create a superior customer experience, making it easier for 350 buyer companies around the world to purchase products and services using Ariba Network
- Grow its digital business, which now handles 80% of all transactions using the company Web site and electronic data interchange, or EDI, connections between suppliers and buyers
- Use intuitive supplier enablement services combined with integrated processes to standardize ordering and invoicing, smoothing and easing relationships with buyers
- Streamline the onboarding of new customers using SAP Ariba solutions
- Help buyers get the products and services needed to create a more productive, safe, and clean workplace for employees

“Ariba Network is our partner, just as every buyer is a partner to us. We need **tight collaboration between all of the parties** – including Ariba Network, suppliers, and buyers – and Ariba Network helps us achieve this.”

Renaud COLAS, E-Business Manager, France, Lyreco

SAP Ariba 



Lyreco  
Valenciennes, France  
[www.lyreco.com](http://www.lyreco.com)

Industry  
Retail –  
workplace  
products

Employees  
10,000

Revenue  
€2.2 billion

Featured Solutions and Services  
SAP Ariba solutions, including Ariba Network

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