

### 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.

### Supplier Information and Performance Management 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 Supplier Information and Performance Management Services

- Supplier performance management template support can give participants a deep understanding of how to configure and manage their supplier workspace template. Topics covered may include what types of elements should be included in the template, supplier data collection through surveys, supplier processes (insurance processing, governance, and relationship reviews), and risk management.
- Supplier registration support can help administrators develop the best process to register and onboard suppliers. Covered topics may include the Supplier Profile Questionnaire (SPQ), the supplier workspace template, registration on Ariba Network, advanced onboarding processes and the Supplier 360 report.

## 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 SIM and SIPM Customers

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

- One of the country's largest banks was able to refine its supplier onboarding approach with a multistep process that improved efficiency and enabled it to get suppliers onboarded more quickly. The bank used SAP Ariba Best Practices Center support to collaboratively design the new process, get coaching on the best way to implement, and determine the best configurations. The end result is a process that not only helps to better manage suppliers, but a process that the bank now understands and can manage and adjust as needed.
- A hotel and resort company was struggling to get its supplier program underway and was particularly having trouble implementing supplier performance management. The company had been deployed for over a year and had not yet tried to run a project. SAP Ariba Best Practices Center reviewed what had been deployed, recommended changes to improve efficiency, and also suggested areas where measures could improve. Based on the coaching and targeted training, the customer was able to simplify the process, concentrate on three categories, improve scoring, and make the surveys more meaningful, thus getting both project manager and supplier buy-in to the review process. The customer now has run and is currently running numerous successful projects.

## 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 services account lead.

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

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