Customer Success

with SAP® Ariba® and
SAP Fieldglass® Solutions
SAP Ariba connects you to over 4.4 million suppliers in 190 countries to achieve your business goals. As the world’s largest business-to-business network, with over US$2.9 trillion conducted annually, we integrate the end to end buying process across your organization.

Our global Customer Value Team is dedicated to deliver your outcomes from the most comprehensive functional capability in the market and leveraging leading practices for deployment, support and adoption.

I invite you to learn how our best-run customers achieve business success, and how we can deliver value for your organization on your journey towards an intelligent enterprise.

— Chris Haydon,
Senior Vice President,
Customer Value Organization,
SAP Ariba
SAP Ariba and SAP Fieldglass

Customer Champions

Please click on each customer to read more about their journey with SAP Ariba and SAP Fieldglass.

Consumer Industries

**Consumer Products**
- Allanasons Private Limited
- Al Rawabi Dairy
- Coca-Cola FEMSA
- Friends Office
- V-Guard Industries

**Life Sciences**
- Almirall S.A.
- Lupin Limited

**Retail**
- B&H Photo and Video
- Easa Saleh Al Gurg Group LLC
- The Floral Decorator
- Lyreco

**Wholesale Distribution**
- Nikoshi Trading Company
- SP Equipamentos

Energy & Natural Resources

**Chemicals**
- Indofil Industries, Ltd.
- Nufarm

**Mill Products**
- Australian Paper
- VELUX Group

**Utilities**
- BC Hydro
- Tata Power

Discrete Industries

**Automotive**
- Yokohama Rubber Company

**High Tech**
- Royal Philips

**Industrial Machinery & Components**
- Danfoss A/S
- Dezzo Equipment
- Finning South America
- Navantia S.A.
- Siemens

Service Industries

**Engineering, Construction & Operations**
- Borosil Glass Works Ltd.
- Gamuda

**Media**
- Nielsen Holdings

**Professional Services**
- Atea
- Deloitte LLP
- Firstsource Solutions Limited
- Schweitzer

**Telecommunications**
- Swisscomm AG

**Travel & Transportation**
- Deutsche Bahn AG

Financial Services

**Banking**
- Ahli United Bank
- MUFG Union Bank

**Insurance**
- HDFC Ergo General Insurance Co. Ltd.
- IAG

Public Services

**Healthcare**
- McKesson

**Higher Education & Research**
- The University of Sydney

**Public Sector**
- Australian Taxation Office

Click on this button at the bottom of each page to return back to the customer directory.
We implemented SAP Fieldglass in 3 months. It was remarkable. We now have a very strong visibility on the exact number of contingent workers, the cost we incur, where our money is being spent and who are the vendors we work with. We have a great governance mechanism with SAP Fieldglass."

— Siraj Irani, Group Head, Project Management, Ahli United Bank
The SAP Ariba Sourcing solution has helped Allanasons achieve **significant improvements in sourcing cycle times** and enhanced communication and collaboration both internally and with our suppliers.”

— Suresh Gadaginavar, General Manager, Allanasons Private Limited

**30-40%**
reduced sourcing cycle time

**US$21 million+**
of procurement activity managed, and standardized indirect purchasing processes

**Improved compliance**
with comprehensive visibility into sourcing processes

**Single view**
of all procurement activity, helping employees to make informed decisions

Eliminated manual processes, significantly reducing the time it takes the business to approve purchase requisitions and issue purchase orders
We had a 12 week SAP Ariba Snap global deployment that was remarkably fast and effective. I would certainly recommend it.

— Silvia Lopez, Global Procurement Director, Almirall S.A.
The SAP Ariba solution was remarkable because we were generating the **maximum possible savings** that was far beyond human efforts. It was like magic.

— Mozzamil Zakki Aissa, Supply Chain Manager, Al Rawabi Dairy

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— Mozzamil Zakki Aissa, Supply Chain Manager, Al Rawabi Dairy

**Reduced** lead time drastically from a month to two weeks

**Improved** productivity and efficiency of the procurement and supply chain processes

**Healthier** cash flow position with SAP Ariba as the enabler into inventory spend management

20-25% in savings
Helped

- customers buy IT services using Ariba Network as an intelligent procurement platform

Improved

- service levels by sharing integrated purchasing processes with customers

Realized

- the benefit of being fully integrated on Ariba Network, enabling full service of customers

Increased

- client and stakeholder satisfaction by delivering a better customer experience

Offered input to help build better end-to-end processes, collaborating with other suppliers and partners on Ariba Network

Modernized

- e-commerce strategy using a platform that integrates with customers’ supply chains

“Because Ariba Network supports integrated customer processes, it helps us deliver excellent service to our customers.”

— Søren Bartels, Program Director, E-Commerce, Atea

View the case study »  Watch the video »
“Within the first six months of using SAP Ariba we averaged **18% savings on all sourcing projects.** This was a significant cost reduction for the business that helped our bottom line.”

— Bjorn Luxmann, Sourcing Manager, Paper Australia Pty. Ltd.
“By standardizing and automating our contractor engagement processes, we have achieved greater visibility into spend and supplier performance. The VMS provides a single point of reference that agency hiring managers, suppliers, workers and the Panel Management Team can utilize to facilitate all processes from requisition through to payment.”

— Peter Walker, Assistant Commissioner, IT Commercial Services, Australian Taxation Office
Through Ariba Network, suppliers can track invoice status and payment schedules online, which reduces the volume of help-desk calls. Many of them are taking advantage of early-payment offers to improve their cash flow.”

— Hanif Dhrolia, E-Commerce Manager, BC Hydro
Thanks to the sales opportunities and brand exposure provided by SAP Ariba solutions, we’ve gained *8,000 orders from new customers* over three years.”

— Barry Eisenberg, Manager of Contracts and E-Procurement, B&H Photo Video
SAP Ariba helps us to achieve maximum savings through spend analysis. The spot buy function provides simplification and control in purchase of unsourced goods and services.”

— Shivshankar Hatwar, 
Assistant Manager Purchasing, 
Borosil Glass Works Ltd.
We expected to achieve cost savings in five years, but with the quick and flawless implementation of SAP Ariba solutions, we achieved them in three. It’s a win for everyone – our buyers, our managers, and our internal customers.”

— Jorge Martín Torres Pérez, Strategic Procurement Director, Coca-Cola FEMSA
Together, SAP Ariba and SAP Concur solutions provide superior management of all indirect spend and employee travel and expenses, helping us **achieve better visibility** into total company expenditures."

— Michal Szlezak, Indirect Procurement Manager, Eastern European Region, Danfoss A/S
“To achieve our vision to be the undisputed leaders in professional services by 2020, we must become a truly global enterprise underpinned by efficient operations. Deploying SAP Ariba solutions is a key part of this transformation.”

— Paul Bray, Partner, Technology Consulting, Deloitte LLP
SAP Ariba solutions can help us achieve our procurement goals, especially in the case of risk management and sustainability in the supply chain.

— Gregor Müller, Strategic Procurement Lead, Deutsche Bahn AG

Efficient and cost-effective purchasing across the international procurement process with Guided Buying

Moved SRM to SAP Ariba in 7 months

Removed complexity from procurement systems by creating one source for purchasing activity

Improved supply chain sustainability with risk management solutions

500,000 no-touch invoices and orders in the first year
“Ariba Network allows companies to change amounts and quantities on incorrect orders or when submitting the tax invoice and POD.”

— Theresa Meyer, General Administrator, Dezzo Equipment (Pty.) Ltd.
One

click key details of members of a large supplier base that covers five industries

Discovered

potential suppliers in the region and view how customers rate their products and services

Satisfied

the diverse needs of internal clients from sales, accounting, and customer support

Negotiated

effectively with new partners and manage logistics in seven joint ventures to lower costs

Built

a flexible supply chain that can accommodate additional technologies, such as blockchain processing

Easa Saleh Al Gurg Group LLC | Retail | 3,000 | United Arab Emirates

SAP Ariba Strategic Sourcing and Ariba Network

SOLUTIONS IMPLEMENTED

Buyer

View the case study » Watch the video »
Using Ariba Network, we have **optimized purchasing processes** for our customers and reduced the volume of errors in orders, significantly improving the customer experience.”

— Giancarlo Rocco, E-Commerce Specialist, Finning South America
"SAP Ariba helped us in the transformation journey from a manual process to an automated procurement system. We have seen a significant progress in reduction time in negotiations with added benefits in governance and database building."

— Deepak Kolambkar, Senior Vice President and Chief Commercial Officer, Firstsource Solutions Limited
The Diversity Marketplace is a phenomenal step in the right direction for us. Being on the Ariba Network platform means that I can showcase my unique flower work to a corporate level that I would not have been able to obtain before."

— Kelly Thomas,
Owner and Founder,
The Floral Decorator

Watch the video »
Received
new online orders within a few hours of uploading first catalog

Grew & increased
online market share in the six months since going live

Accessed
new national and global markets that were previously unavailable

500%
increase on daily online orders received

138
new online orders within one month of implementation

“Putting people before products is something that we feel sets us apart. SAP Ariba Spot Buy Catalog has enabled us to reach more people and businesses than ever before.”

— Dale Alt,
CIO, Friends Office
“We need to jump on the bandwagon of procurement transformation as a competitive tool in delivering innovative and breakthrough infrastructure for our clients. SAP Ariba helps us to achieve this vision by improving transparency, efficiency, and cost savings while providing a better experience with our suppliers and employees.”

— Lim Wei Ling,
Head of Digital Transformation,
Gamuda
SAP Ariba provides a robust technology in a transparent way. The platform helps us in accurately determining the cost of the product and service while conducting auctions.

— Anil Mendonca, Assistant VP, Cost Management, HDFC Ergo General Insurance Co. Ltd.
“SAP Ariba Spot Buy gave us the ability to channel a portion of spend away from retail and online stores and spend with local businesses, diverse business that support local communities.”

Fraser Stowers, Executive Manager, Procurement, IAG
With SAP Ariba Sourcing, we are now able to **reduce manual intervention** in procurement processes. We are also experiencing **real-time savings** and a **higher degree of compliance**.

— Santosh B. Padave, Sr.,
Executive, Purchasing,
Indofil Industries, Ltd.
“Simplicity is key when it comes to managing a company of our size. SAP Ariba solutions couldn’t have been easier to deploy and integrate with our mission-critical SAP applications. What’s more, they are straightforward to use – making life much simpler for procurement staff and managers alike.”

— Sandesh Bambolkar, Senior General Manager of Materials, Lupin Limited
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

80% of all transactions using electronic data interchange

Streamlined
the onboarding of new customers using SAP Ariba solutions

Simplified
customer experience for 350 buyer companies world-wide

Standardization
of ordering and invoicing which enables better customer relationships

View the case study »  Watch the video »
Guided Buying is a really great application for McKesson. We’ve actually changed how we use it for our organization and as our single point of entry into all of our sourcing and procurement systems. It guides them to make smart purchasing decisions. People have told me, hey, I could find what I needed within three minutes and check out and get on with my day.”

— Michael Tokarz, Senior Director Source to Pay, McKesson
SAP Fieldglass Contingent Workforce Management has jetted our recruitment into real time. As soon as I open up a job, our contractors are already notified and primed for deployment.”

— Sandra Buhler,
Director of Contingent Workforce, MUFG Union Bank

MUFG Union Bank
Financial Services
13,000
United States

SAP Fieldglass Contingent Workforce Management
Solutions Implemented

2,500+
talent base, introduced through 98% referrals

Created
real-time alerts of new positions that contractors can immediately apply for

Improved
the quality of job candidates by attracting and retaining talent

Saved
on consulting costs by directly sourcing contractors

Watch the video »
“Since we started using SAP Ariba, the changes have been significant. It is an on-demand tool that supports new orders, provides better integration with the data, has an enhanced user experience, and a greater adoption rate by our suppliers.”

— José Manuel Saldaña,
IT Supply Chain, Navantia S.A.
“We can do good in the world if we have the right information available to us, and SAP Ariba Supplier Risk is going to help us do that.”

— James Edward Johnson, Director of Supply Chain Risk Management and Analysis, Nielsen Holdings
With SAP Ariba we are now able to get a clear and transparent view of all the information on single screen for all our buyers. Ariba Network is a very user-friendly, time-saving, transparent and intuitive tool helping us acquire more clients and grow our business.”

— Samir J. Gandhi,
Partner. Nikoshi Trading Company
SAP Ariba solutions allow us to keep procurement simple, removing any roadblocks to help our staff complete tasks more quickly and more easily."

— David Bury, Chief Procurement Officer, Nufarm
“Ultimately, we help the business get the **right skill in the right place through the right channel** to get work done.”

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**Martin Thomas,**
Head of Total Workforce Management, Royal Philips

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**24**
countries where SAP Fieldglass is used by Philips to operate efficiently

**€500 million**
spent on contingent workers each year via SAP Fieldglass

**Huge cost savings,**
freeing up funds for investments in other areas

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View the case study »  
Watch the video »
The Ariba Network and programs have helped us simplify and optimize our business operations. We can now process orders and invoices automatically and have simplified the process of onboarding customers to keep our business running smoothly.

— Alexander Graff, Head of Corporate Business, Schweitzer Professional Services
We work with SAP Fieldglass as a solutions provider – not just a tools provider – a solutions provider to support us and roll-out further into Siemens."

— Phil Biddle, Global Commodity Manager, Temporary Labor, Siemens

$17 million
saved in external workforce spend since launching the program;
$400,000 saved by turning 2,000 paper invoices into electronic submittals

Increased visibility into its flexible workforce and its costs

Streamlined previously manual processes and activities associated with managing flexible labor

45% reduction in processes from requisition to invoicing

25% reduction in end-to-end cycle time

$17 million

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25% reduction in end-to-end cycle time

45% reduction in processes from requisition to invoicing

$17 million

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$400,000 saved by turning 2,000 paper invoices into electronic submittals

View the case study » Watch the video »
Strong partnerships are fundamental to performance improvement and agility for our company. We want to create strategic alliances, and SAP Ariba solutions help us find and create business allies.”

— Luis Cyrulnik,
Director, SP Equipamentos

Reduced
manual processes and improved accuracy in both returns and payments

50%
sales growth with integration of purchase orders, identification of new customers, and opening new opportunities

Improved
customer satisfaction and enhanced the performance of SP Equipamentos teams

View the case study »
Our aim was to gain a clear view of total spend across procurement and external talent, and to boost visibility and efficiency.

— Beat Zurbuchen,
Supply Chain Project Manager, Swisscom AG
With SAP Ariba, we have digitalized the entire transaction from PO to invoicing. SAP Ariba has brought visibility and efficiency in the processes, resulting in reduction in turnaround time.”

— Ranjith N.,
Group Head,
SAP Logistics,
Tata Power
"We have a 98% adoption rate of SAP Ariba within some of our core operational areas. The adoption that we’ve seen has just been tremendous."

— Wendy Pearse, Associate Director of Procurement Operations, The University of Sydney
Our implementation went smoothly with few issues, and we are conducting transactions with more than 200 of our vendors using Ariba Network. Now, we can count on process improvements, reliable delivery dates, and time saved.

— Philip Melchiors, Senior Director, Supply Chain Planning and Logistics, VELUX Group

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<tr>
<th>COMPANY</th>
<th>INDUSTRY</th>
<th>EMPLOYEES</th>
<th>COUNTRY</th>
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<td>VELUX Group</td>
<td>Mill Products</td>
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<td>Denmark</td>
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SAP Ariba Supply Chain Collaboration for Buyers solution, SAP Ariba Commerce Automation solution, and Ariba Network

SOLUTIONS IMPLEMENTED

Integrated
SAP Ariba solutions with its existing SAP software implementations

Accelerated
onboarding by limiting use of electronic data interface connections, cutting time from 10 to 6 weeks

Increase
transparency into supplier performance

64% automated of 20,000 monthly order lines through Ariba Network
SAP Ariba Sourcing solution, with its custom-made technocommercial administrative workflow, facilitates formalization and centralization and reduces transaction cost and time.”

— Gautham T.,
Head of Strategic Sourcing,
V-Guard Industries
In considering the transition to SAP Ariba, we were motivated by a desire to move to a higher level in the areas of **productivity** in procurement, **procurement costs** and **internal dynamism**.

— Yasuo Hirokawa, General Manager, Indirect Materials Procurement Department, Yokohama Rubber Company

**SAP Ariba Strategic Sourcing Suite and Ariba Network**

**SOLUTIONS IMPLEMENTED**

Buyer

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<thead>
<tr>
<th>COMPANY</th>
<th>Automotive</th>
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<th>Japan</th>
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<tr>
<td>INDUSTRY</td>
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<td>COUNTRY</td>
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**Reduced** procurement errors to speed production and freed up time to concentrate on customer satisfaction

**Increased** business efficiency through the use of the PunchOut feature and customized procurement catalogs

$9 million saved using SAP Ariba