# E-Business Strategy Improves Service and Lowers Cost

**SAP**
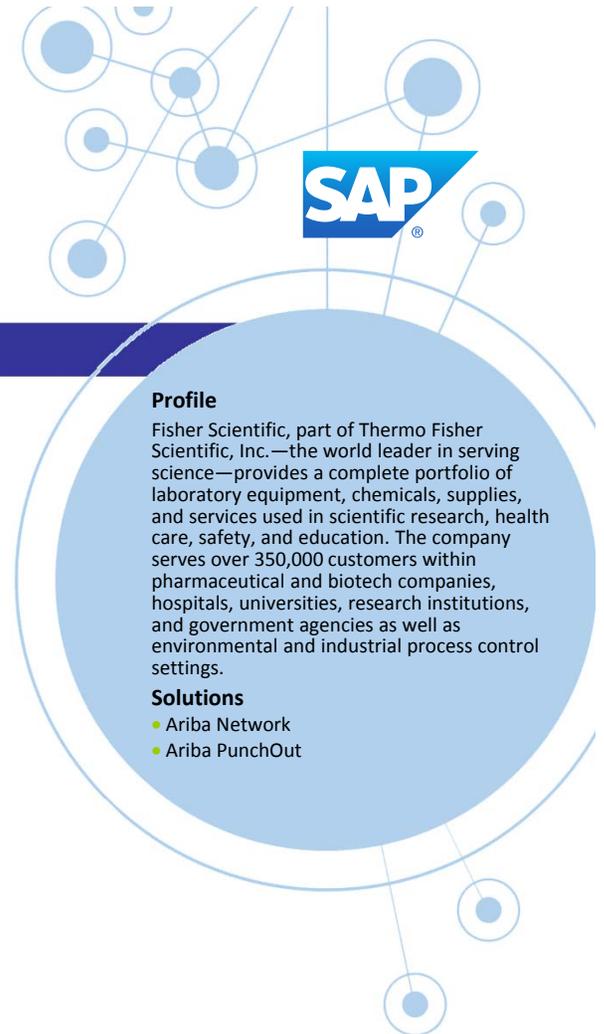
| Challenges | Solutions | Results |
|---|---|---|
| • In 2003, a customer requested that Fisher Scientific join the Ariba® Network to facilitate e-business transactions<br><br>• At that time, the company had an internal system for processing e-business transactions, but welcomed the opportunity to be an Ariba seller and to integrate Ariba-based orders into its current system | • Since responding to that initial customer request, the company has leveraged its relationship with Ariba and adopted a consultative approach to reach more customers and to streamline e-business processes<br><br>• A variety of services is offered through the Ariba Network, including Ariba PunchOut™, purchase orders, PO acknowledgments, and e-invoicing<br><br>• Seamless integration with Ariba is a very straightforward process—which drives customer compliance and expanded e-business opportunities | • Today there are more than 65 Fisher Scientific customers transacting through the Ariba Network—increasing order and invoice efficiency and lowering transaction and support costs throughout the procure to pay process<br><br>• Visibility into orders has been a particular strength of the Ariba Network<br><br>• A member of the Ariba Seller Steering Committee, Fisher Scientific finds Ariba to be strongly supportive of recommendations for providing intuitive solutions to the seller community—thereby making it easier for the company to do business with its customers |

**Profile**

Fisher Scientific, part of Thermo Fisher Scientific, Inc.—the world leader in serving science—provides a complete portfolio of laboratory equipment, chemicals, supplies, and services used in scientific research, health care, safety, and education. The company serves over 350,000 customers within pharmaceutical and biotech companies, hospitals, universities, research institutions, and government agencies as well as environmental and industrial process control settings.

**Solutions**
• Ariba Network
• Ariba PunchOut

**Fisher Scientific**

**"Ariba has been an asset to our company in the integration process. The Ariba Network has helped to improve efficiency with order processing and invoicing."** *Paula Lewis, eBusiness Marketing Manager, Fisher Scientific*

**SAP Ariba**