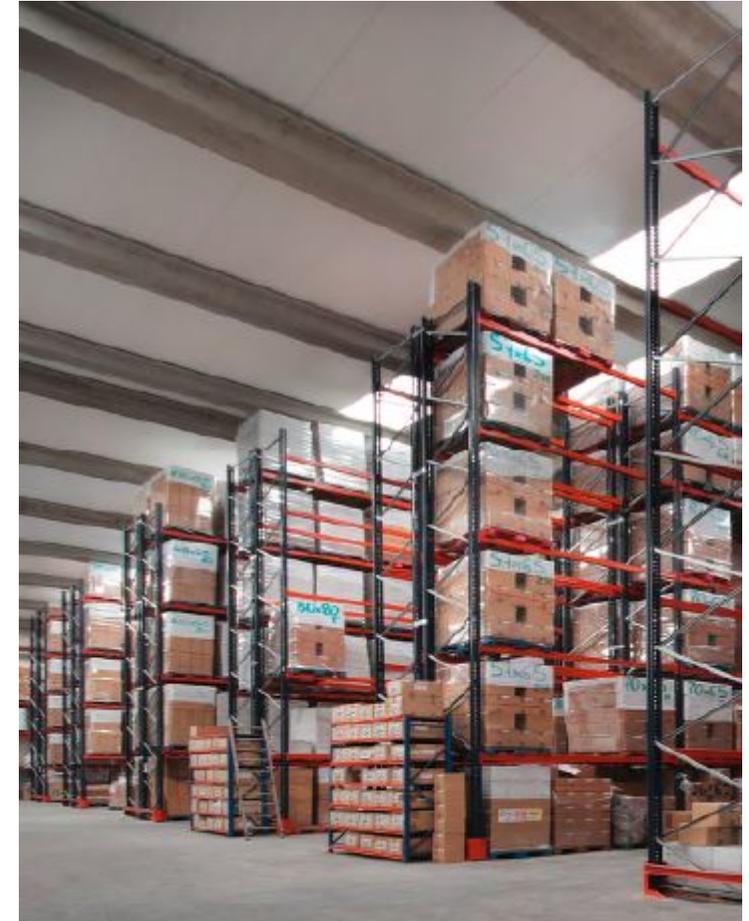


Staples: Creating a Superior Online Shopping Experience for Fewer Service Calls with Ariba® Punchout

When business customers need office supplies and more, they turn to the largest office supply chain in the world – Staples. With more than 500,000 products, including everything from office essentials and printing services to medical and safety supplies, easy catalog integration and quick content updates from suppliers are a must for this world-class online retail and delivery company.

With the Ariba® Punchout solution and the Ariba Network, Staples optimized its e-purchasing process and realized substantial catalog growth by adding a wide range of products for industries such as retail and food service. With streamlined e-procurement in place, Staples can onboard customers faster than ever and manage its supply chain more efficiently. The result has been 98% on-time deliveries and 40% fewer service calls – which means happier customers.



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that was easy.™

Online shopping made simple with Ariba® Punchout

Company (Supplier)

Staples Inc.

Headquarters

Framingham, Massachusetts

Industry

Retail

Products and Services

Office, technology, furniture, and vertical business products

Employees

83,000

Revenue

US\$23.1 billion

Web Site

www.staples.com

Objectives

- Effectively manage a large customer base of more than 5 million users across 66,000 companies
- Streamline the online order-to-cash cycle
- Increase adoption rates for online shopping
- Reduce manual intervention into customer transactions

Why SAP® Ariba® solutions

- World-class procurement solutions that provide flexibility in the cloud
- Ariba® Punchout solution to optimize electronic purchasing in combination with the Staples Advantage program at www.staplesadvantage.com
- Ariba Network, the world's largest trading partner community to increase collaboration and competitive business opportunities

Resolution

- Provided online catalog integration
- Standardized customer integration methods
- Implemented electronic invoicing for quick invoice delivery, routing, and approval

Future plans

Continue to streamline operations and reduce costs with SAP Ariba solutions

200,000

Fewer “books” or printed catalogs (a 10% reduction)

40%

Fewer customer service calls

94%

Electronic and program compliance

75%

Lower processing costs, from \$8 to \$2 per purchase

99%

Average fill rate

98%

On-time delivery rate

30 days

Or less to integrate new customers

“The Ariba Network is a dependable platform that gives Staples the flexibility to meet our customer requirements and allows us to continue making the customer experience easy.”

Denis Kudriashov, Senior Manager, E-Procurement, Staples Inc.

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