



## CUSTOMER SUCCESS PROFILE

### **Air Products and Chemicals, Inc.**

*Air Products and Chemicals, Inc. is a worldwide supplier of industrial gases and equipment, specialty and intermediate chemicals, and environmental and energy systems.*

*The Air Products and Chemicals procurement/sourcing team is highly centralized with offices on three continents supporting worldwide operations in more than thirty countries.*

*The team selected Ariba® Buyer™ to allow the folks within the various sites to make smart purchases. The folks at headquarters wanted to have an influence on purchases but understood that the remote employees didn't have time to be full-time purchasing people—as they had other jobs in addition to those responsibilities. By using the powerful catalog system within Ariba Buyer, the worldwide team members were able to leverage established contracts while maintaining compliance with the corporate team.*



#### **Mandating Change within the Organization**

Compliance, however, wasn't always so simple. For years, field locations had ignored established vendor contracts because of local preferences or existing relationships. It wasn't until senior management became involved and issued mandates that everyone started to use the National and Global contracts via the Ariba Buyer tool. To facilitate usage, the corporate team made it very easy for buyers to use by enabling access to Ariba Buyer from just one click away on the corporate home web page.

Ariba Buyer was implemented very quickly, and is used to purchase everything from business cards to cranes. Air Products and Chemicals has approximately 40 unique catalogs through the tool that contain centrally negotiated contracts.

#### **Establishing Global Sourcing Capabilities**

When it came to choosing a sourcing solution, the team evaluated 12 sourcing suppliers' solutions and selected Ariba Sourcing™ because of its advancements and continuous improvements. The team also valued that Ariba had the foresight to acknowledge that sourcing is just one tool in the whole spend management cycle.

*“I've never felt like we were just buying a box of software from Ariba because they take our input and understand what we're looking for. They incorporate our needs with their vision to deliver a product that we can really use.”*

Jeff Hoover,  
Strategic Sourcing Manager



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“With Ariba Sourcing, we have achieved savings from 15 to 40 percent,” said Jeff Hoover, strategic sourcing manager for Air Products and Chemicals. “But one of the things that is most important to us is how the tool allows us to do business on a global scale for global projects, executed with global offices with global suppliers. With the advantages of speed, visibility and collaboration, what used to take four weeks now only takes two.”

### **Incorporating Feedback into New Solutions**

As an early adopter of both Ariba Buyer and Ariba Sourcing, the team at Air Products and Chemicals considers its ability to interact with Ariba to provide feedback that is more refined to their purposes and needs one of the biggest benefits of the relationship. “I’ve never felt like we were just buying a box of software from Ariba because they take our input and understand what we’re looking for,” said Hoover. “They incorporate our needs with their vision to deliver a product that we can really use.”

Hoover continued, “Procurement is a value-creation center, but people need tools. And they don’t teach this stuff in college. What Ariba does is take someone with a college education and make them smarter in the very specific things they need to bring value to their organization.”

### **About Air Products**

*Air Products (NYSE: APD) serves customers in technology, energy, healthcare and industrial markets worldwide with a unique portfolio of products, services and solutions, providing atmospheric gases, process and specialty gases, performance materials and chemical intermediates. Founded in 1940, Air Products has built leading*

*positions in key growth markets such as semiconductor materials, refinery hydrogen, home healthcare services, natural gas liquefaction, and advanced coatings and adhesives. The company is recognized for its innovative culture, operational excellence and commitment to safety and the environment and is listed in the Dow Jones Sustainability and FTSE4Good Indices. The company has annual revenues of \$7.4 billion, operations in over 30 countries, and nearly 20,000 employees around the globe.*

### **About Ariba**

*Ariba, Inc. is the leading provider of spend management solutions to help companies realize rapid and sustainable bottom line results. Successful companies around the*

*world in every industry use Ariba Spend Management software and services. Ariba can be contacted in the U.S. at 1.650.390.1000 or at [www.ariba.com](http://www.ariba.com).*

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