



CUSTOMER SUCCESS PROFILE

The PNC Financial Services Group

The PNC Financial Services Group (PNC) offers a diversified range of financial services, including asset management, for financial institutions. The organization offers consumer and corporate services as well through 840 branches in Delaware, Florida, Kentucky, Maryland, New Jersey, Ohio, Pennsylvania, Virginia, and Washington, DC.

The Problem

As a world-class financial services group, PNC sought ways to take additional costs out of its expense structure. With a strict expense budget, the organization recognized that it needed to take action.

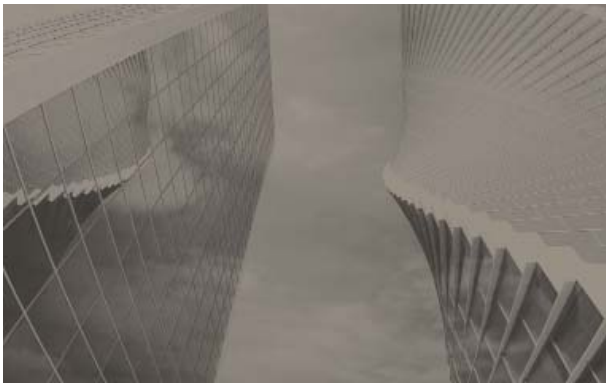
After looking at e-procurement solutions in 2000 and considering a variety of vendor solutions, the PNC team acknowledged that Ariba® had the best solutions to meet its needs.

The Solution

In addition to its end-to-end spend management solutions, PNC also decided to partner with Ariba because of the number of suppliers on Ariba Supplier Network™. Having access to a host of new suppliers was a significant benefit for PNC.

Not having to pay a transaction fee was also a deciding factor, as that cost eventually adds up when paying on every order. As part of Ariba's pledge to provide spend management solutions to organizations of all sizes along all phases of the spend management continuum, Ariba helped PNC find a solution that would best fit its budget.

PNC has experienced a great deal of success and enthusiasm for its online auctions. "The passion that comes out of that competition has been phenomenal for PNC. We are constantly surprised at how effective a tool it is," remarked Danielle Ducharme-Ward, vice president and director of Supply Chain Operations at PNC.



"It is all about transparency, who is buying what, when, and with which vendors."

Danielle Ducharme-Ward
Vice President and Director
of Supply Chain Operations



807 11th Avenue
Sunnyvale, CA 94089
1-650-390-1000
www.ariba.com

Gaining visibility into spend was also critical to PNC. “It is all about transparency, who is buying what, when, and with which vendors,” said Ducharme-Ward.

Benefits

Enhanced visibility has been the most significant benefit for PNC to date. “We want to be able to see what is going on in our business because we can then control it,” said Ducharme-Ward.

The online auctions have provided additional visibility for PNC as well, as they allow PNC to see the competition between vendors in areas where functional buying occurs, such as marketing and legal. This visibility has also helped them as a marketing tool because it puts the bids in full view—allowing executive managers to become excited about the process by seeing and hearing the auctions in progress.

By partnering with Ariba to meet its unique needs, PNC was able to customize Ariba Buyer™ to successfully create a travel punch-out system. In order to reduce costs, PNC found it beneficial to move their travel operations away from an off-site system to their own online system.

The visual guilt associated when a buyer can see the difference in prices listed online has allowed PNC to greatly reduce costs. Instead of a travel agent determining suggested prices, PNC employees can now find the lowest prices available online. “It is a very unique application of Ariba Buyer,” said Ducharme-Ward.

The PNC travel solution has also enabled the organization to increase competition through its own auditing process. Working with a benchmarking firm to find real-time pricing for competitive offerings, PNC can offer competitive rates and better understand its travel spend. A monthly report has boosted competition amongst management as each strives to achieve the highest online adoption.

PNC is currently implementing a procure-to-pay solution and is working with Ariba to make that vision a reality. The ultimate goal is to provide the entire organization with the ability to cut purchase orders and to have suppliers send electronic invoices to speed the process. PNC also collaborated with Ariba to define business requirements for the implementation of invoices and contracts compliance.

About PNC

PNC is a highly diversified and growing financial services organization spanning the retail, business and corporate markets. PNC offers a wide range of services for all of the organizations customers. No matter how simple or complicated your needs, PNC is sure to have the products, knowledge and resources necessary for financial success. For more information, please visit www.pnc.com or call 1.888.762.2265.

About Ariba

Ariba 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.