

IBM Supplier Spotlight



B2B ePurchasing automation drives client value



Customer Profile

IBM is a global leader in IT related products and services, spanning Hardware, Software, Business Consulting, IT & Application Services, and Outsourcing; supported by global Finance capabilities. IBM clients include the world's largest organizations, as well as small and mid-sized companies, representing every major industry. As a Supplier, IBM has over 200 client connections on the Ariba® Supplier Network™ with electronic transactions in every major geography.

The Challenge

To achieve differentiated client value across customer-specific source-to-pay processes, IBM sought to provide effective search and ordering for their complete product and solution portfolio, efficient order acceptance, and easy invoice reconciliation and payment.

To meet this goal, IBM aims to deliver a standard set of global capabilities aligned to customer's eProcurement objectives, working collaboratively to determine the best solution based on process and integration prioritization.

“Ariba stands out as the best positioned intermediary to support IBM's vision: to meet client objectives for P2P automation, across their full purchasing portfolio, in all geographies. Ariba's completeness of solution, value proposition to all stakeholders and ability to execute make Ariba the preferred partner in creating value for our customers.”

— Pam Chace, Global B2B Web Sales Leader, ibm.com

The Solution

IBM developed a proactive, consultative approach to B2B ePurchasing automation. A dedicated Global team coordinates end-to-end purchase-to-pay processes, working with each customer to achieve their value goals. The team considers each client's start point, objectives and a roadmap to confirmed value, along with the breadth of products and services, and countries, to be enabled.

IBM became a supplier on the Ariba Supplier Network in 2000, and is certified for process integration with clients using Order Management, Ariba Express Content, PunchOut, and eInvoice.

Adding Up the Benefits

The reach and capabilities of the Ariba Supplier Network support consistent growth in confirmed client and internal value—and IBM's B2B ePurchasing strategies continue to leverage Ariba capabilities.

For customers, eProcurement efficiencies and enhanced controls provide higher order accuracy, improved speed, fill rates, visibility, reporting and opportunities to partner with IBM as a supplier. Global reach means there is a higher probability of driving and enforcing enterprise standards.

For IBM, benefits include ease of on-boarding customers, support for a “closed-loop” purchase-to-pay process aligned to customer value points, and a single interface for accessing a wide array of IBM products and solutions. Ariba actively collaborates with IBM on ePurchasing innovation and provides a unique role in open exchange involving buyers and suppliers.

The global integration capabilities of the Ariba Supplier Network and related support services provide a forum that enables IBM to engage customers at the levels required to deliver value.



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