

MSC Industrial Supply Company Supplier Spotlight



Improving customer adoption and automating invoicing lowers costs and increases productivity



Customer Profile

MSC Industrial Supply Company is one of the largest direct marketers of maintenance, repair, and operation (MRO) and metalworking supplies, with 98 branch offices and annual sales over \$1.6 billion. MSC provides more than 500,000 items and maintains 99 percent in-stock availability with next-day delivery through a network of five customer fulfillment centers.

The Challenge

Since 2000, MSC has used the Ariba® Supplier Network™ to advance its eBusiness strategy and increase the efficiency of the entire procure-to-pay process. The company integrated its website, msdirect.com, with the Ariba Supplier Network to facilitate PunchOut catalogs. MSC also supports CIF catalogs, purchase order transmission and electronic invoicing.

“Unequivocally Ariba is a very seamless integration for us, and one of the quickest we can do.”

— Peter Biagioli, Vice President,
National Accounts, Government & eCommerce

Recognizing the significant benefits available through eProcurement, many MSC customers wanted assistance to increase adoption and compliance, streamline the invoicing process, and facilitate vendor and order consolidation.

The Solution

MSC can integrate with customer eProcurement solutions to create an efficient procure-to-pay process. For example, with MSC’s customer managed inventory (CMI) solution, customers scan and input barcodes to consolidate and expedite orders via PunchOut. MSC also connects vendor managed inventory (eVMI) and Pcards to its website.

Electronic invoicing provides MSC with immediate visibility into billing concerns and the ability to correct any issues during the ordering process. In addition, automating the ordering process reduces errors by eliminating touch points.

MSC also developed a team approach to help customers maximize the benefits of eProcurement. Road shows hosted by the MSC sales team drive adoption of the MSC PunchOut Site, and their dedicated technical team and eCommerce customer service team assist with integration and compliance.

Adding Up the Benefits

By more fully utilizing the Ariba Supplier Network, MSC’s customers have benefited significantly through vendor consolidation, improved productivity and reductions in errors and costs. The company has helped customers leverage the MSC eProcurement capabilities into a solution that meets or exceeds their expectations.

By focusing on eProcurement, MSC has also achieved higher adoption rates, increased sales, and lower expenses. Today, MSC’s integrated, easy-to-use eProcurement solutions complement and support the company’s ability to provide a comprehensive inventory, offer same-day shipping, and service a broad range of products.

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