

Telepress, Inc. Supplier Spotlight



Growing sales and lowering costs to create a competitive edge



Customer Profile

Telepress is a leading business card and stationery provider—and one of the first brick and mortar printing companies to develop a system for placing stationery orders online. Today, this privately held company provides Fortune 1000 companies with a range of corporate identity products that meet strict brand standards. In May 2008, Telepress was selected as an Ariba Spend Management Pioneer.

The Challenge

Telepress began transacting on the Ariba® Supplier Network™ in 1997 when a customer using Ariba chose Telepress as a supplier in their catalog. Telepress soon realized how the Ariba Supplier Network could address challenges in the procure-to-pay process: managing a diverse customer base using a variety of methods to place orders, and improving the accuracy of invoices.

Telepress also saw opportunities to use the Ariba Supplier Network as a business development tool—to move beyond referrals and efficiently identify prospects, assess market demand, and streamline customer integration.

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“Over 50 percent of our daily orders are coming in via the Ariba Supplier Network and new customer growth attributable to our relationship with Ariba accounts for 15 percent of new revenue. It has allowed us the opportunity to better serve existing customers and to gain new business.”

—Tricia Johnson, Director of eCommerce & Business Development

The Solution

Telepress was the first Ariba® Ready™ supplier in the space. Today, the company supports PunchOut catalogs and eInvoicing and also participates in the Ariba Ready Express Content program.

To gain greater visibility with current and potential customers on the Ariba Supplier Network, Telepress has participated in Public RFx, a capability of Ariba Network Discovery, a web-based service that helps buyers and suppliers find each other quickly and efficiently. Through Public RFx the company has won several accounts.

For many years, Telepress has attended and exhibited at AribaLive to showcase their knowledge of Ariba solutions and demonstrate a commitment to eBusiness.

Adding Up the Benefits

For Telepress, the Ariba Supplier Network is an extension of their sales force, allowing the company to reach more prospective buyers, efficiently integrate new customers, and develop eProcurement programs that meet specific order-to-cash cycle objectives. Having visibility to the entire process has reduced customer inquiries on orders and invoices—lowering costs and improving customer satisfaction.

The company processes 300+ invoices a day through the Ariba Supplier Network, which has increased accuracy, decreased time spent in accounting, and improved Days Sales Outstanding (DSO).

After more than a decade, the Ariba Supplier Network continues to provide Telepress with a strategic advantage in serving existing customers and gaining market share.

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