

E-business Strategy Improves Service and Lowers Cost



Challenges	Solutions	Results	Profile
<ul style="list-style-type: none">In 2003, a customer requested that Fisher Scientific join the Ariba® Network to facilitate e-business transactionsAt that time, the company had an internal system for processing e-business transactions, but welcomed the opportunity to be an Ariba seller and to integrate Ariba-based orders into its current system	<ul style="list-style-type: none">Since responding to that initial customer request, the company has leveraged its relationship with Ariba and adopted a consultative approach to reach more customers and to streamline e-business processesA variety of services is offered through the Ariba Network, including Ariba PunchOut™, purchase orders, PO acknowledgments, and e-invoicingSeamless integration with Ariba is a very straightforward process—which drives customer compliance and expanded e-business opportunitiesFisher Scientific utilizes multiple marketing opportunities through the Ariba Ready™ Platinum program to connect with existing customers and prospects	<ul style="list-style-type: none">Today there are more than 65 Fisher Scientific customers transacting through the Ariba Network—increasing order and invoice efficiency and lowering transaction and support costs throughout the procure-to-pay processVisibility into orders has been a particular strength of the Ariba NetworkA member of the Ariba Seller Steering Committee, Fisher Scientific finds Ariba to be strongly supportive of recommendations for providing intuitive solutions to the seller community—thereby making it easier for the company to do business with its customers	<p>Fisher Scientific, part of Thermo Fisher Scientific, Inc.—the world leader in serving science—provides a complete portfolio of laboratory equipment, chemicals, supplies, and services used in scientific research, healthcare, safety, and education. The company serves over 350,000 customers within pharmaceutical and biotech companies, hospitals and clinical diagnostic labs, universities, research institutions, and government agencies as well as environmental and industrial process control settings.</p> <p>Ariba Commerce Cloud Features</p> <ul style="list-style-type: none">Ariba NetworkAriba PunchOutAriba Ready program 

“Ariba has been an asset to our company in the integration process. The Ariba Network has helped to improve efficiency with order processing and invoicing.”
Paula Lewis, eBusiness Marketing Manager, Fisher Scientific

