

Leveraging Ariba to Deliver a Best-in-Class Customer Experience



Challenges Solutions Results

- | | | |
|--|--|--|
| <ul style="list-style-type: none">• Expanding reach and traction within large, multi-site customer accounts with e-procurement platforms• Helping customers lower internal transactions costs and inefficiencies through automation | <ul style="list-style-type: none">• Joined Ariba® Network as part of its overall e-commerce solution set, offering Ariba PunchOut™, Ariba® Express Content, and Ariba hosted content as well as ordering, order acknowledgement, invoice integration, and electronic payment capabilities• Participates in the Ariba Ready™ Platinum program to demonstrate Ariba integration expertise and build on existing e-procurement knowledge and experience• Partners with customers to jointly define optimal e-procurement strategies with clear objectives• Customized change management and adoption plans plus comprehensive support during and after implementation help ensure successful deployments | <ul style="list-style-type: none">• Sales through Ariba have increased over the last four years, with several customers showing triple-digit growth• Customers have achieved significant savings by consolidating their MRO spend with Grainger as part of their Ariba solution |
|--|--|--|

Profile

Grainger is North America's premier broad line distributor of maintenance, repair, and operating products. Grainger helps customers save time and money by consolidating procurement of more than 900,000 products. With 2010 sales of \$7.2 billion, Grainger is a Fortune 500 company and a member of *Fortune* magazine's Most Admired Companies list.

Ariba Commerce Cloud Features

- Ariba Network
- Ariba Ready Platinum program



"By integrating systems and business processes across traditional boundaries, companies that embrace e-procurement are quickly realizing great benefits. There is a real opportunity to radically redefine the buyer and supplier relationship and enjoy substantial cost savings in the process. Ariba has been on the forefront of this business transformation with a world-class network that facilitates the collaboration between Grainger and its customers." *Paul Miller, Vice President eCommerce, Grainger*

