

Automating Processes Creates Efficiencies across Continents



Challenges

- Need to process approximately 63,000 orders per day, with guaranteed next-day delivery, the company is focused on creating a consistent user experience and achieving high customer satisfaction levels in all markets
- Efficiently managing hundreds of electronic data interchange (EDI) requests each year is difficult due to diverse customer requirements and because Lyreco is often used as a pilot supplier for e-business implementation

“Our e-business strategy and use of the Ariba Network support consistent high-quality service while achieving efficiencies throughout the order-to-invoice process, allowing us to be competitive in 29 countries and across different continents.”

Jocelyn Lescure, Group eBusiness Manager, Lyreco

Solutions

- First joined the Ariba® Network in 2000 at the request of corporate customers that wanted them to integrate Lyreco into their Ariba-based purchasing processes
- Moving customers to order online through the Ariba Network has enabled Lyreco to improve service, lower costs, and reduce manual intervention throughout the order-to-invoice process
- Today, supports electronic ordering, order acknowledgement, advanced ship notice, e-invoice, and Ariba PunchOut™ and static catalogs
- The Ariba Network enables the company to offer one platform that meets specific ordering and invoicing requirements for every customer
- Created a best practice guide for Ariba customer implementation
- E-business teams in 29 countries work closely with customers to ensure that e-business launches are timely and successful

Results

- As a supplier on the Ariba Network, Lyreco offers an e-business solution in any market with the same level of service throughout the order-to-invoice process
- Ongoing efforts to channel existing customers to the Ariba Network create efficiencies in day-to-day ordering cycles and reduce customer service calls
- Electronic orders minimize manual intervention, which leads to successful invoice reconciliation, fewer returns, and reduced days sales outstanding (DSO)
- Lyreco e-business customers can measure the benefits of an integrated order-to-invoice process in cost savings and easy invoice reconciliation
- Leveraging the reach and capabilities of the Ariba Network allows Lyreco to continue focusing on consistent customer service and growing its customer base while meeting demands for international distribution

Profile

Headquartered in France, Lyreco started as a family business more than 80 years ago and has grown into one of the world's largest office product supply companies. Active in 29 countries, Lyreco serves small and medium-sized businesses, public sector organizations, and commercial companies. Lyreco customers benefit from expert product sourcing and global buying power as well as local knowledge, support, and service.

Ariba Commerce Cloud Features

- Ariba Discovery
- Ariba Network
- Ariba PunchOut

