

Building Customer Relationships through E-procurement



Challenges	Solutions	Results
------------	-----------	---------

- Buyers and suppliers alike must drive compliance in order to gain maximum return on e-procurement investments
- Varying levels of expertise to the enablement process requires OfficeMax to constantly adapt to meet individual customer needs and be able to assist those who may be less experienced with e-enablement processes

- Has transacted on the Ariba Network since its inception in 1996 and credits Ariba with changing the way the company does business
- Currently has more than 70 relationships on the Ariba Network and takes full advantage of product offerings, including Ariba PunchOut™ capabilities, cXML and AS2 EDI orders and invoices, PO-Flip® functionality (PO-Flip), order acknowledgment, and advanced ship notice
- Each OfficeMax e-procurement customer is assigned an electronic commerce manager who leads the implementation through five defined phases: fact finding, data preparation, development, testing, and implementation. Company promises that standard electronic commerce integration will be completed and live within 30 days

- Consistent performance of the Ariba Network and the supporting resources have enabled OfficeMax to craft best practices for successful customer implementations and to deliver significant financial rewards
- More than 76 percent of all OfficeMax transactions are currently driven through e-procurement channels—with more than \$100 million in purchase orders processed via the Ariba Network in 2007
- OfficeMax customers that integrate with Ariba can realize a seamless transition that will produce early e-enablement success—and every Ariba integration equates to an e-business relationship that can yield long-term benefits

Profile

OfficeMax is a leader in business-to-business office products solutions and in retail office products providing office supplies and paper, technology products and solutions, furniture, and in-store print and document services to consumers and large, medium, and small businesses. OfficeMax consumers are served by approximately 36,000 associates through direct sales, catalogs, eCommerce, and more than 900 stores.

Ariba Commerce Cloud Features

- Ariba Network



“The entire electronic P2P process has allowed for our customers and OfficeMax alike to reduce purchase order and invoice processing errors, enabling tighter integration and collaboration overall.” Patrick Ogborn, Vice President, eCommerce

