

Speedy Identification of Suppliers and Up to 40 Percent Cost Savings



Challenges

- Sourcing team primarily relied on the company's supplier database, with only a limited number of suppliers registering, and time-intensive Internet searches to find additional suppliers
- Time- and labor-intensive manual supplier invitation process involved multiple steps, including phone calls, voicemails, and emails, that could take days or even weeks
- Difficult to get all suppliers to respond quickly to sourcing events with tight deadlines

Solutions

- Ariba Discovery™ allows Pilot to rapidly and more efficiently source new suppliers and products
- Gets multiple offers from both preferred and new suppliers in a competitive bidding environment
- No need to manually invite and follow up on suppliers over the course of several days or weeks
- Easy posting process allows Pilot to create postings in only five minutes that get matched to high-quality suppliers
- Allows management to assess new markets, access suppliers, and collaborate with internal team members more quickly

Results

- Significantly faster supplier identification process, from weeks down to two to three days and even a couple of hours
- Receives bids from as many as 30 suppliers for a single sourcing event – including previously unknown suppliers – without having to do a lot of research
- Leveraging the Ariba Discovery database of over 500,000 suppliers has allowed Pilot to identify new suppliers offering a wide range of products and services at up to 40 percent lower cost
- Market knowledge of Pilot's sourcing team increased considerably
- The ease of use of the Ariba Discovery service has made it quicker and easier to post RFQs

Profile

Pilot Travel Centers is the United States' largest retail operator of Travel Centers, catering to the professional driver and traveling motorist in more than 40 states with over 500 retail interstate properties. Pilot Travel Centers is headquartered in Knoxville, Tennessee and employs 20,000 employees nation-wide.

Ariba Commerce Cloud Features

- Ariba Discovery

“They didn't realize we could complete a bid so quickly using Ariba Discovery and have so many suppliers bid. That kind of speed is a huge advantage.”

Bryan Eaves, Sr. Manager Purchasing, Pilot Travel Centers

