

Driving Compliance and Business Growth through Collaborative E-commerce



Challenges

- Sought to implement a market-leading, cost-effective approach to e-commerce that would add value for customers while meeting their diverse technical and geographical requirements
- Wanted to increase contract and channel compliance so both RS Components and its customers could maximize their e-commerce ROI
- Needed resources and tools that would help position the company as a highly competitive, trusted business partner rather than just another seller

Solutions

- Launched its first fully transactional website in 1998 and became an early adopter of multiple e-commerce technologies
- Leverages best practices and third-party networks, including the Ariba® Network, to ensure successful buyer implementations that drive compliance
- Uses the Ariba Network as part of a global hub for customer integration and transaction support, including support for automated processes that increase contract, order, and payment compliance
- Provides PunchOut catalogs, local content, e-procurement, and e-invoicing capabilities through the Ariba Network and other online resources to optimize efficiency, reduce transaction costs, and eliminate errors

Results

- Now transacts over 50 percent of its business electronically, selling more than £500 million annually on its website alone and receiving an online customer order every 10 seconds
- Has experienced continuous growth in its level of e-business despite a difficult economy
- Can quickly meet the technical integration requirements of any customer who wants to transact electronically through the Ariba Network, a particularly user-friendly and cost-effective component of the company's e-business solution set
- Both order processing and catalog distribution costs have dropped by 30 percent
- Has established more user contacts in buying organizations and secured "trusted partner" status with a greater percentage of customers through close collaboration on more than 2,000 e-commerce integrations worldwide

Profile

Electrocomponents plc is the world's leading high-service distributor of electronics and maintenance products and trades under the brands of RS Components and Allied Electronics. Based in Oxford, United Kingdom, the group offers 550,000 products sourced from 2,500 suppliers to meet the needs of its 1.6 million customers across multiple industries worldwide.

Ariba Commerce Cloud Features

- Ariba Network
- Ariba PunchOut™

"There's great synergy between Ariba and RS Components because we both have a global footprint. In particular, the Ariba Network has expanded our opportunities to work with large customers who are increasingly trading in multiple geographies." Cliff Ratcliff, e-Applications Manager, RS Components

