

End-to-end Online Commerce Process Creates a Superior Shopping Experience while Reducing Service Calls by 40 Percent



that was easy.™

Challenges	Solutions	Results
<ul style="list-style-type: none"> • Large customer base of 66,000 companies (5M+ users) • Desire to streamline the online order-to-cash cycle <ul style="list-style-type: none"> • Create a superior shopping experience • Increase program adoption rates • Reduce manual intervention throughout the order process 	<ul style="list-style-type: none"> • Deployed Ariba PunchOut™ technology to optimize electronic purchasing in combination with StaplesLink.com® <ul style="list-style-type: none"> • Provided online catalog integration • Now able to quickly update content and increase product variety • Standardized customer integration methods <ul style="list-style-type: none"> • New customer implementation in 30 days or less • Implemented electronic invoicing for quick invoice delivery, routing, and approval 	<ul style="list-style-type: none"> • 40 percent reduction in customer service calls • 94 percent electronic and program compliance • Online catalogs resulted in 10 percent reduction (200,000 books) in printed catalogs • Processing costs reduced from \$8 to \$2 per purchase • 99 percent average fill rate • 98 percent on-time delivery rate

Profile
 Staples is the world's largest office products company, with more than \$19 billion in annual sales. The Staples Contract Division has been the company's fastest growing business with double-digit growth for the past seven years. The division serves midsized companies through Staples Business Advantage and Fortune 1000 companies through Staples National Advantage.

Ariba Commerce Cloud Features

- Ariba Network
- Ariba online catalog solutions

"The Ariba® Network is a dependable platform that gives Staples flexibility to meet our customer requirements and allows us to continue to make the customer experience easy." Denis Kudriashov, Senior Manager, eProcurement, Staples

