

Reduced Risk, Increased Spend Visibility and Improved User Experience

| Challenges | Solutions | Results |
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| <ul style="list-style-type: none"> Multiple contingent labor systems/processes across the organization Inconsistent compliance/risk mitigation policies <ul style="list-style-type: none"> No standards (job descriptions/market rates) Gaps in onboarding and program controls Supplier compliance to contract terms Minimal reporting/metrics available | <ul style="list-style-type: none"> Centralized contingent labor solution - Managed Service Provider (MSP) + Vendor Management System (VMS) = Ariba Services Procurement Purchasing contingent labor leveraging Ariba goods procurement and Spend Visibility | <ul style="list-style-type: none"> Standardized processes One point of contact/system of record – visibility/transparency improved user experience Reduced overall cost – improved competitive rates, standardized job descriptions, and market rates - volume and payment discounts Compliance/risk mitigation best practices – Insurance req, 1099 process, co-employment, drug and background screening policy enforcement, contract tied to invoice Reporting/metrics – Assignment statistics, supplier compliance/performance, 1099 and diverse supplier utilization |

Company

The Travelers Companies, Inc.

Profile

- Third-largest writer of commercial U.S. property casualty insurance
- Second-largest writer of U.S. personal insurance

Ariba Commerce Cloud Features

- Ariba Services Procurement
- Ariba Network

“[With Ariba Services Procurement], we were better able to manage compliance and risk mitigation. Our contingent labor contracts are tied to our invoices so we can see what the spend against the contracts are. By consolidating all of the programs and systems into one point of contact, a single system of record, [Ariba], we were able to drive visibility, transparency, [and] improve our user experience.”

Gwynne Witte, Director, Procurement Operations, The Travelers Companies, Inc.

