

Faster Implementation and Streamlined Processes Drive Sales Growth



Challenges

- Needed to effectively manage sales channels developed for diverse, growing customer base
 - Included catalogs, websites, and more than 150 retail stores in North America
 - Generated more than \$7 billion in annual revenue and served more than 75,000 business customers
- Sought an e-business solution to reduce implementation time, minimize customer support costs, and enable B2B customers to achieve their e-commerce goals
- Doing one-off customer implementations was resource-intensive, costly, and took six to eight months to complete
- Wanted to streamline the order-to-invoice process and bring products and services to market more efficiently without increasing marketing and sales costs

Solutions

- After being introduced to the Ariba® Network by customers, quickly saw advantages for customer integration, order processing, and invoicing
 - Ariba integrations completed in a matter of weeks
 - Automation throughout the order-to-invoice process creates cost savings for xpedx and its customers
- Joined Ariba Ready™ Platinum program and actively promotes this via the Ariba Network and other marketing channels
 - Ariba Ready status is key factor in winning new business and creating value for current customers seeking e-business efficiencies
 - Customers recognize the value in being Ariba Ready
- Maintains a staff of e-business professionals and an e-business help desk to assist customers with strategy, implementation, and day-to-day operations

Results

- E-business growth has reached 20 percent year over year during the past five years, in part due to transacting on the Ariba Network and being a strategic business partner to Ariba-based customers
- Efficient customer integration has reduced upfront investment
- Streamlined electronic ordering has resulted in a 99 percent accuracy rate—reducing support costs and enabling customer service professionals to focus on proactively selling the company's 100,000+ products and specialized services
- Expects e-business to continue to drive sales opportunities and sees the Ariba Network as essential in meeting customer demand while controlling costs throughout the order-to-invoice process

Profile

xpedx is the world's largest distributor of printing papers and packaging supplies, and is one of the largest U.S. distributors of cleaning and maintenance supplies. xpedx provides top brand names as well as its own national brands and serves facility owners, facility managers, and building service contractors through regional distribution centers and retail stores.

Ariba Commerce Cloud Features

- Ariba Network
- Ariba Ready Platinum program



“Being an Ariba Ready seller has given us an implementation and customer service advantage with buyers and has helped grow our e-business by 20 percent a year.” David Wallace, Director of Customer Service and eBusiness, xpedx

