

# Consultative Model Accelerates Order-to-Cash Cycle



## Profile

Hewlett Packard (HP) is a leading provider of products, technologies, solutions, and services to consumers and business. The company's offerings span IT infrastructure, personal computing and access devices, global services, and imaging and printing. HP supports customers in most countries and markets in the world with catalogs available in 43 currencies and nine languages.

## Ariba Commerce Cloud Features

- Ariba Network
- Ariba PunchOut

## Challenges

- An Ariba® Network member since 1999, HP currently has more than 150 global customer integrations
- Working with buyers, platform vendors, and finance companies to expand their capabilities and market coverage to move eBusiness to the next level
- Strives to provide accurate customer catalogs, to accept orders efficiently, and to enable easy reconciliation of invoice and payment

## Solutions

- With a consultative approach, HP views each customer integration holistically and works with individual customers to create the right solution—from catalog through invoice and payment
- HP's approach has accelerated customer adoption and helped the company move from a supplier-driven website to a partnership with customers
- Today, integrated customers are the largest source of electronic orders and create a competitive advantage
- Uses the Ariba Network for both static and Ariba PunchOut™ product catalogs, automated order handling, order confirmation and status, asset management, and eInvoicing

## Results

- Greatest benefit is the acceleration and automation of the order-to-payment cycle
- Saves time and money on order management, including reduced order entry and processing costs
- Orders are released upon receipt rather than being held for manual validation
- Ariba Network allows for better visibility into buying trends and improved forecasting, as customers adhere more closely to contracted terms and products
- Linked with eInvoicing and its benefit of reduced days sales outstanding and invoice disputes, the Ariba Network drives a more efficient procurement cycle and positive customer experience
- With the Ariba Network supporting global integration capabilities, HP can capitalize on business anywhere and meet customer integration requirements

**“The Ariba Network is the leading B2B network for our customers. A range of features and functionality facilitates collaboration with our Ariba customers. We consider the Ariba Network a model in the industry.”**

Tom Cline, Manager eBusiness, PSG Volume Sales,  
Hewlett Packard