Collaborative Business Commerce Enablement

Who Are We?

From our experience driving successful business commerce with over 1,000 customers, our commerce services team understands what it takes to be successful. We apply our experience to your business to help you get up and running as quickly as possible while positioning your organization to realize expected benefits and sustain success.

- Our expertise spans along our solution set – from sourcing and procurement to payment

- Our team of more than 600 professionals across the world can speak from personal experience and help you determine what your end state should look like and what needs to happen to get there

- In addition, because we deliver our services in partnership with our customers, you will be self-sufficient to sustain the program in the long run

After many years of helping thousands of companies achieve better, more collaborative commerce, we are uniquely positioned to help you do the same. First, we'll help you quickly identify, enable, and realize value through a custom-tailored business commerce program prescribed by our domain expertise, world-class analytics, and considerable insight into what buyers and sellers need to facilitate collaboration. Then, working closely with your stakeholders, we'll provide best-practice guidance on integrating your business processes and optimizing your trading partner relationships – driving toward full utilization and adoption of your solution.

In short, you get much more than technology. You get business results.

How We Get You There

Based on a proven and repeatable approach designed to enhance collaboration, our services span across each phase of the business commerce enablement lifecycle to help ensure adoption of your investment in SAP® Ariba® solutions. You benefit from a stronger, more collaborative relationship with your solution provider. The intensity of our working relationship – the scope, frequency, and complexity of our services and interactions – depends on your needs. Once we've done our homework and conducted a thorough diagnosis of your situation and objectives, we'll define our relationship as either assisted, partnered, or comprehensive and architect a solution based on that definition. Our services take into consideration four key program elements that must be addressed as a whole to drive success: people, process, performance, and technology.

Diagnose

Driven by our success-planning process, we partner with you to analyze your current environment, identify opportunities for improvement, and craft solutions to address challenges and build a supporting business case.
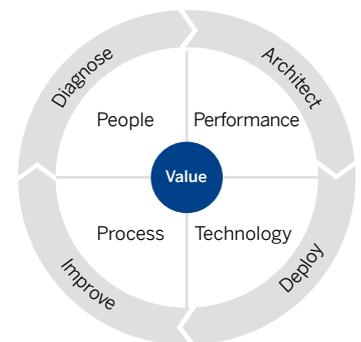
Key components of the success plan include:
- Quantitative diagnostic with SAP Ariba benchmarks
- Best-in-class maturity assessment
- Program vision
- Future state operating model
- Cost-benefit analysis
- Customized road map

Architect

To realize the vision set forth in the diagnose phase, we use our tool kit to architect a detailed future state for the key business components of people, processes, technology, and performance to achieve business benefits, as well as plan for process and organizational change.

- Program planning
- Category flight planning
- Internal stakeholder outreach strategy and planning
- Supplier adoption strategy and planning
- Process and policy design
- Solution planning and design
- Terms assessment and strategy
- Shared service design of sourcing, purchasing, and accounts-payable functions
- Definition of future-state roles and responsibility
- Performance planning

Deploy

As a complement to the deployment services offered as a standard part of our technology solutions, we implement a future-state plan designed during the architect phase in the day-to-day practices of the organization to foster successful solution deployment and, ultimately, drive adoption and sustain business-case benefits.

• Program management
• Category enablement
• On-site technology deployment support
• Internal stakeholder outreach execution support
• Supplier adoption execution support
• Supplier, catalog, and contract enablement
• Communication development and execution
• Training development and execution

Improve

To best position your business for sustained success, this postdeployment phase centers around continuous improvement by evaluating your operating environment to identify opportunities for further improvement.

• Continuous improvement assessment
• Process and technology optimization
• Premium technology support
• Black-belt certification for sourcing, purchasing, and accounts-payable professionals

We know that business commerce is a journey, but we are confident that the program we design for you will enable you to accelerate and realize actual, measurable business results. And as these results accumulate over the course of the program, you will continuously move closer toward becoming best in class – increasing spend under management, improving adoption and compliance, strengthening collaborative relationships with trading partners, and optimizing your cash-management position.

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