Customer Success

with SAP® Ariba® and
SAP Fieldglass® Solutions
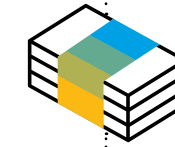
THE BEST RUN **SAP**

SAP Ariba is the largest business-to-business network on the planet

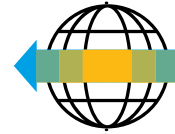**SAP Fieldglass'** cloud-based, open platform helps companies transform how work gets done

commerce transacted	**+$2.9T**		**$53.5B**	in spend under management
suppliers	**4.2M**		**149K**	suppliers
new companies joined every hour	**85+**		**348**	new users added every hour

SAP Ariba connects you to over **4.2 million suppliers** in **190 countries** to achieve your business goals. As the world's largest business-to-business network, with over US$2.9 trillion conducted annually, we integrate the end to end buying process across your organization.

Our global **Customer Value Team** is dedicated to deliver your outcomes from the most comprehensive functional capability in the market and leveraging leading practices for deployment, support and adoption.

I invite you to learn how our best-run customers achieve business success, and how we can deliver value for your organization on your journey towards an intelligent enterprise.

— **Chris Haydon,**
  Senior Vice President, Customer Value Organization, SAP Ariba

SAP Ariba and SAP Fieldglass
Customer Champions

●	**Buyer**
●	**Supplier**

Please click on each customer to read more about their journey with SAP Ariba and SAP Fieldglass.

Consumer Industries

Consumer Products
- Allanasons Private Limited
- Coca-Cola FEMSA
- V-Guard Industries

Life Sciences
- Almirall S.A.
- Lupin Limited

Retail
- Easa Saleh Al Gurg Group LLC
- Lyreco

Wholesale Distribution
- SP Equipamentos

Discrete Industries

Automotive
- Yokohama Rubber Company

High Tech
- Royal Philips

Industrial Machinery & Components
- Danfoss A/S
- Finning South America
- Navantia S.A.
- Siemens

Energy & Natural Resources

Chemicals
- Indofil Industries, Ltd.
- Milliken & Company
- Nufarm

Mill Products
- VELUX Group

Utilities
- BC Hydro

Financial Services

Banking
- MUFG Union Bank

Insurance
- HDFC Ergo General Insurance Co. Ltd.

Public Services

Healthcare
- McKesson

Public Sector
- Australian Taxation Office

Service Industries

Engineering, Construction & Operations
- Borosil Glass Works Ltd.

Media
- Nielsen Holdings

Professional Services
- Atea
- Deloitte LLP
- Schweitzer

Telecommunications
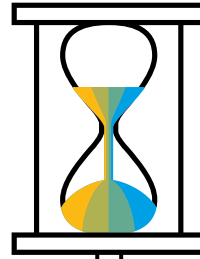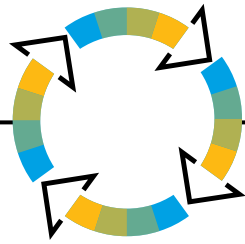- Swisscomm

Transportation
- Deutsche Bahn AG

Click on this button at the bottom of each page to return back to this customer directory.
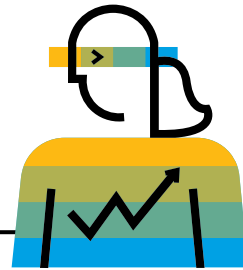
Back to customers

30-40%
reduced sourcing cycle time

Eliminated manual processes, significantly reducing the time it takes the business to approve purchase requisitions and issue purchase orders

US$21 million+
Managed US$21 million+ of procurement activity and standardized indirect purchasing processes

Improved compliance with comprehensive visibility into sourcing processes

Single view
of all procurement activity, helping employees to make informed decisions

" The SAP Ariba Sourcing solution has helped Allanasons achieve **significant improvements in sourcing cycle times** and enhanced communication and collaboration both internally and with our suppliers."

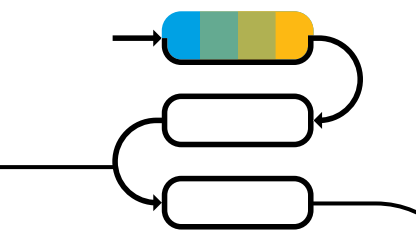— **Suresh Gadaginavar,** General Manager, Allanasons Private Limited

View the case study » Watch the video »

almirall

Almirall S.A.	Life Sciences	2,000	Spain
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

SAP Ariba Buying and Invoicing, SAP Ariba Snap

SOLUTIONS IMPLEMENTED

Buyer

" We had a 12 week SAP Ariba Snap global deployment that was **remarkably fast and effective**. I would certainly recommend it."

— **Silvia Lopez,**
Global Procurement Director,
Almirall S.A.

12 week
SAP Ariba Snap global deployment

Increased
the number of touchless transactions, including those involving as many as **80%** of key suppliers

Implemented
complete procure-to-pay solution with models related to e-buying, e-invoicing, and commerce automation

View the case study »   Watch the video »

ATEA

Atea	Professional Services	7,500	Norway
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

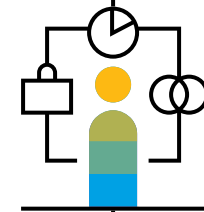**SAP Ariba solutions and Ariba Network**

SOLUTIONS IMPLEMENTED

Offered input to help build better end-to-end processes, collaborating with other suppliers and partners on Ariba Network
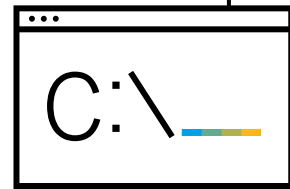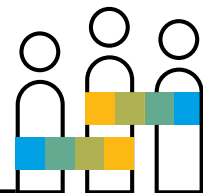
Helped

customers buy IT services using Ariba Network as an intelligent procurement platform
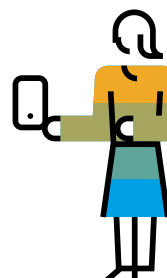
Improved

service levels by sharing integrated purchasing processes with customers

Realized the benefit of being fully integrated on Ariba Network, enabling full service of customers
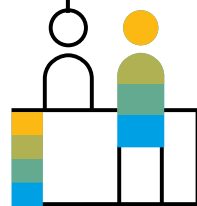
Increased

client and stakeholder satisfaction by delivering a better customer experience

Modernized

e-commerce strategy using a platform that integrates with customers' supply chains

"Because Ariba Network supports **integrated customer processes**, it helps us deliver excellent service to our customers."

— **Søren Bartels,**
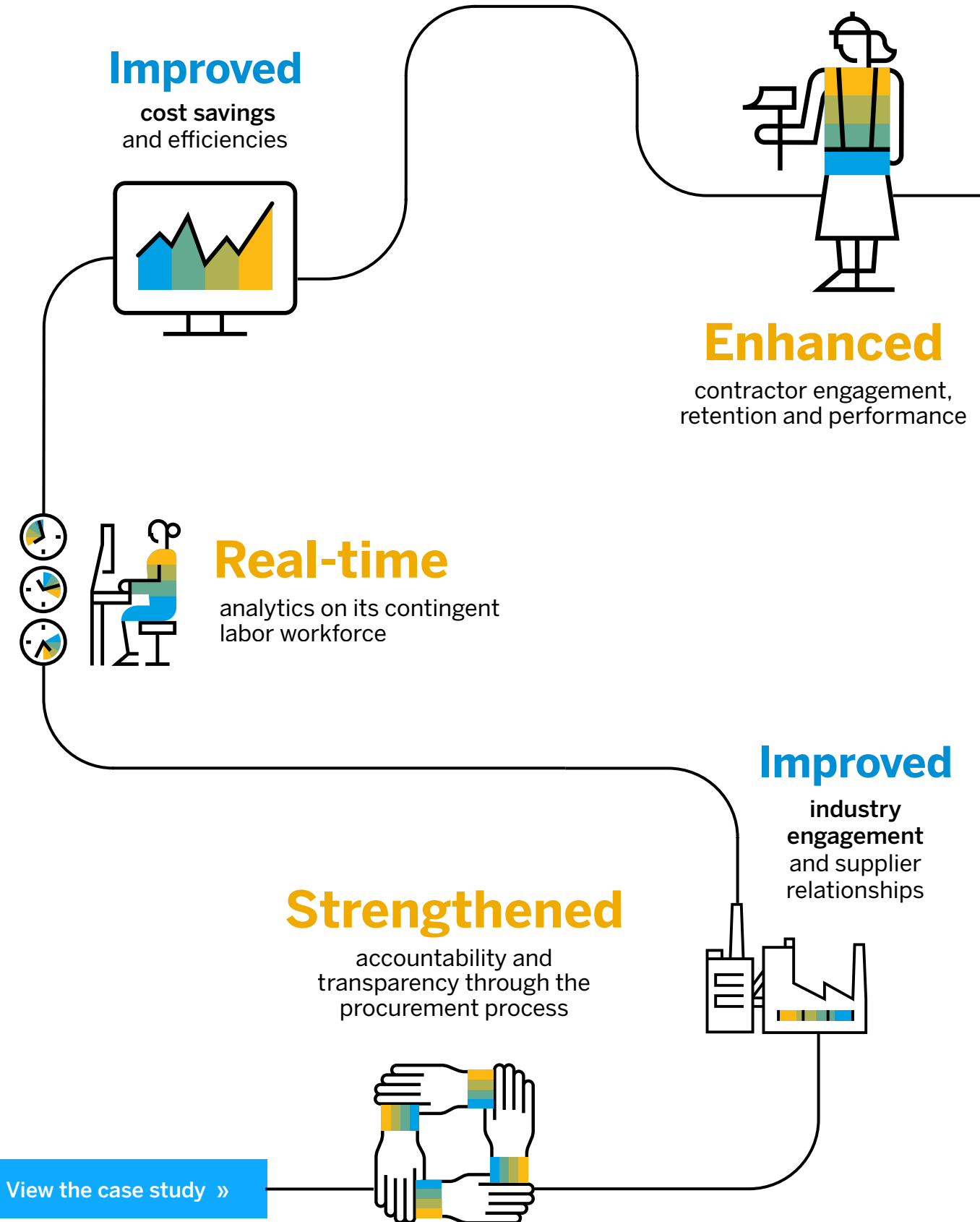Program Director, E-Commerce, Atea
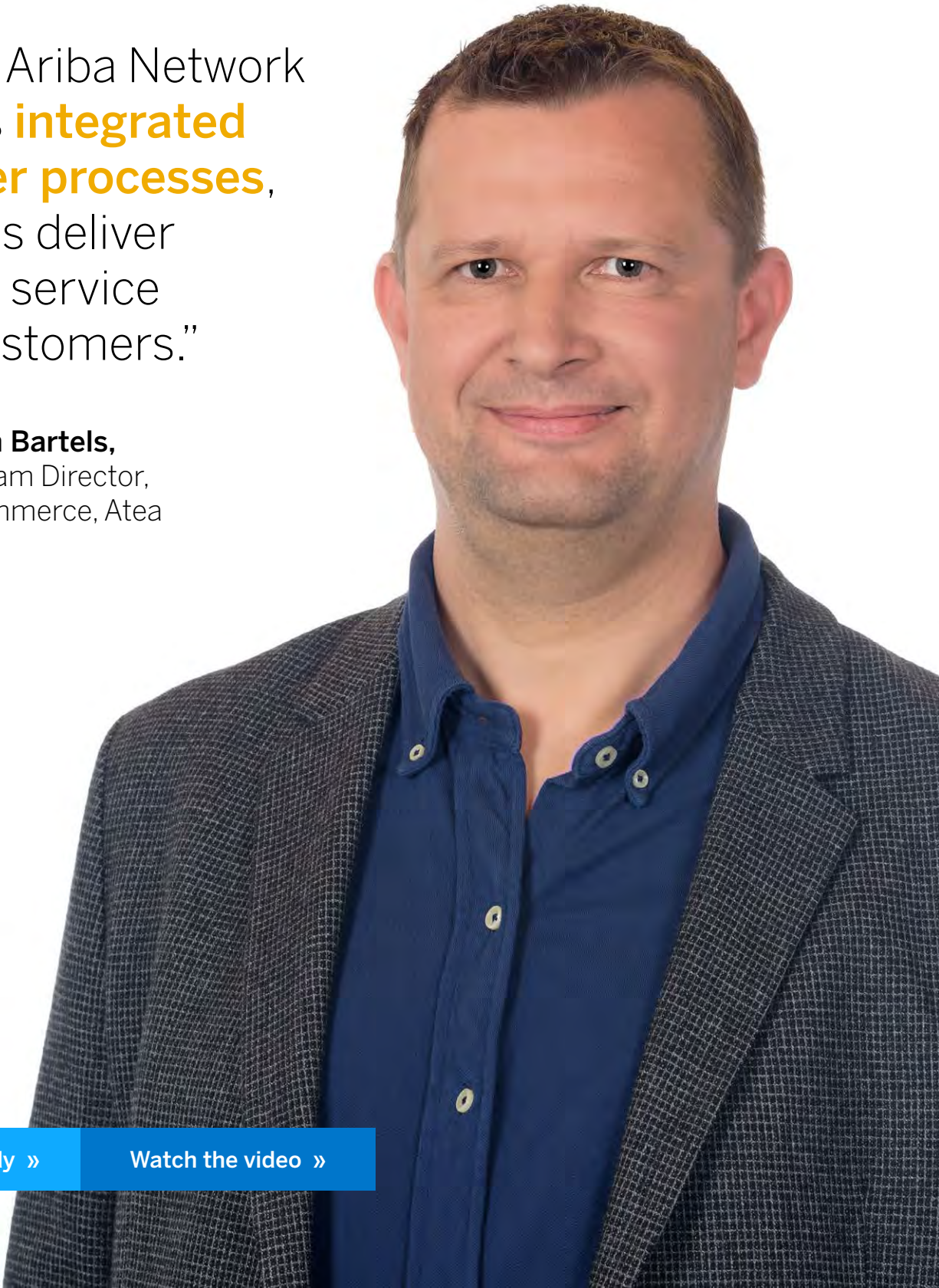
View the case study »   **Watch the video »**

"By standardizing and automating our contractor engagement processes, we have achieved **greater visibility into spend and supplier performance**. The VMS provides a single point of reference that agency hiring managers, suppliers, workers and the Panel Management Team can utilize to **facilitate all processes from requisition through to payment**."

— **Peter Walker,**
Assistant Commissioner,
IT Commercial Services,
Australian Taxation Office

Improved
cost savings
and efficiencies

Enhanced
contractor engagement,
retention and performance

Real-time
analytics on its contingent
labor workforce

Improved
industry
engagement
and supplier
relationships

Strengthened
accountability and
transparency through the
procurement process

View the case study »

BC Hydro

BC Hydro	Utilities	6,000	Canada
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

SAP Ariba Payables and Ariba Network

SOLUTIONS IMPLEMENTED

Buyer

Ensured compliance
with internal and external
business rules

93%
on-time payments
to suppliers

$1 million
saved per year in
accounts payable costs

End-to-end visibility of
invoice and payment status
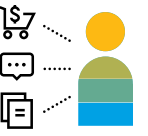
80%
of invoices managed
through Ariba Network

" Through Ariba Network, suppliers
can **track invoice status and
payment schedules online**,
which reduces the volume
of help-desk calls. Many of
them are taking advantage
of early-payment offers to
improve their cash flow."

— **Hanif Dhrolia,**
E-Commerce Manager,
BC Hydro

View the case study »

BOROSIL®

Buyer
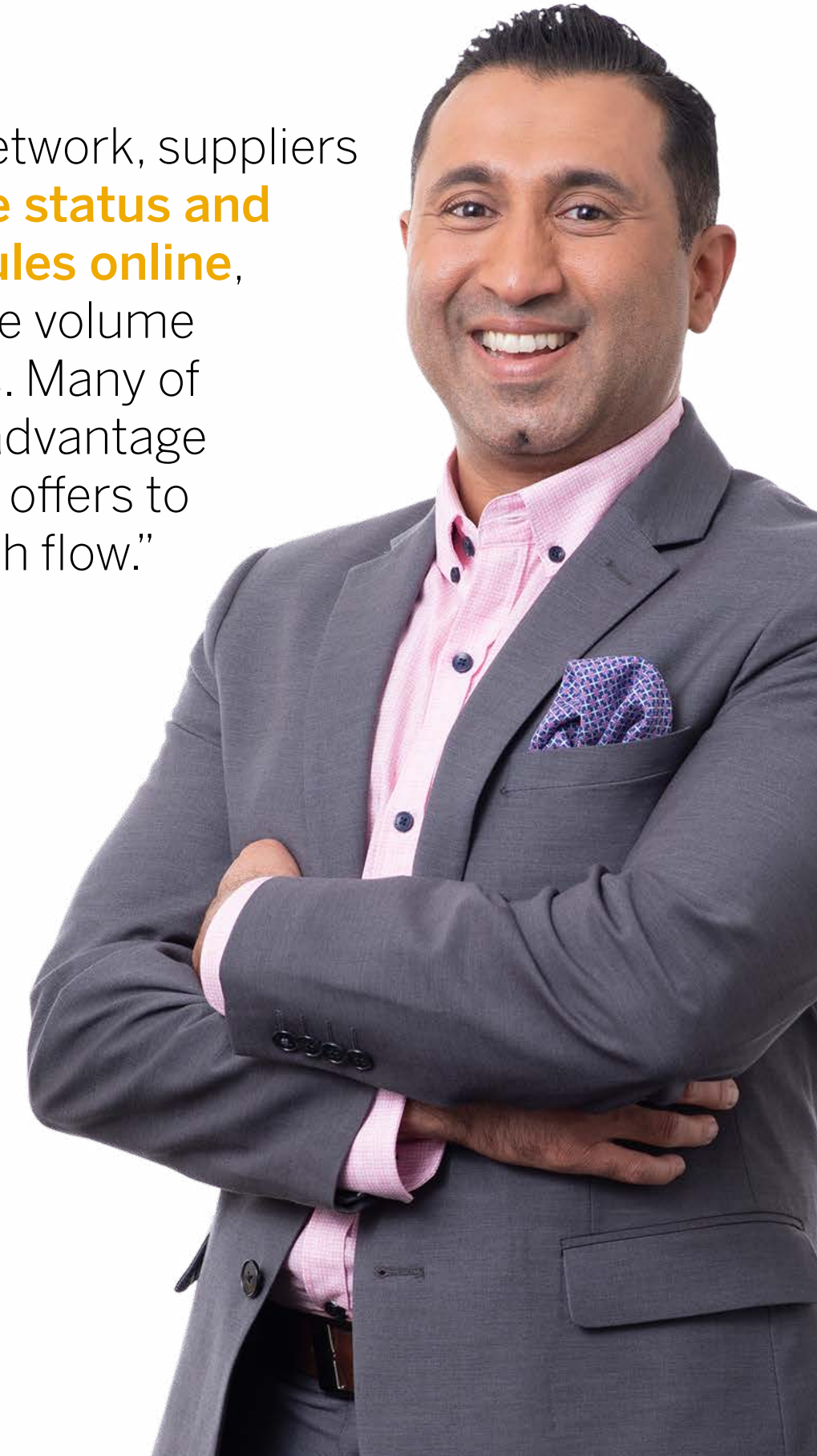
" SAP Ariba helps us to **achieve maximum savings** through spend analysis. The spot buy function provides **simplification and control in purchase** of unsourced goods and services."

— **Shivshankar Hatwar,**
Assistant Manager Purchasing,
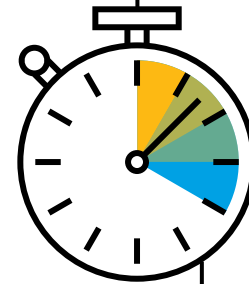Borosil Glass Works Ltd.

One centralized digital procurement platform

Savings goal
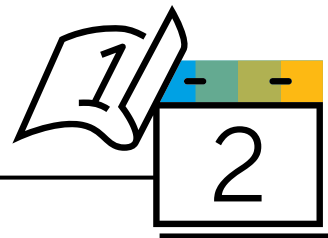realized in 3 years versus anticipated 5 years

Fast and smooth
integration with existing SAP solutions
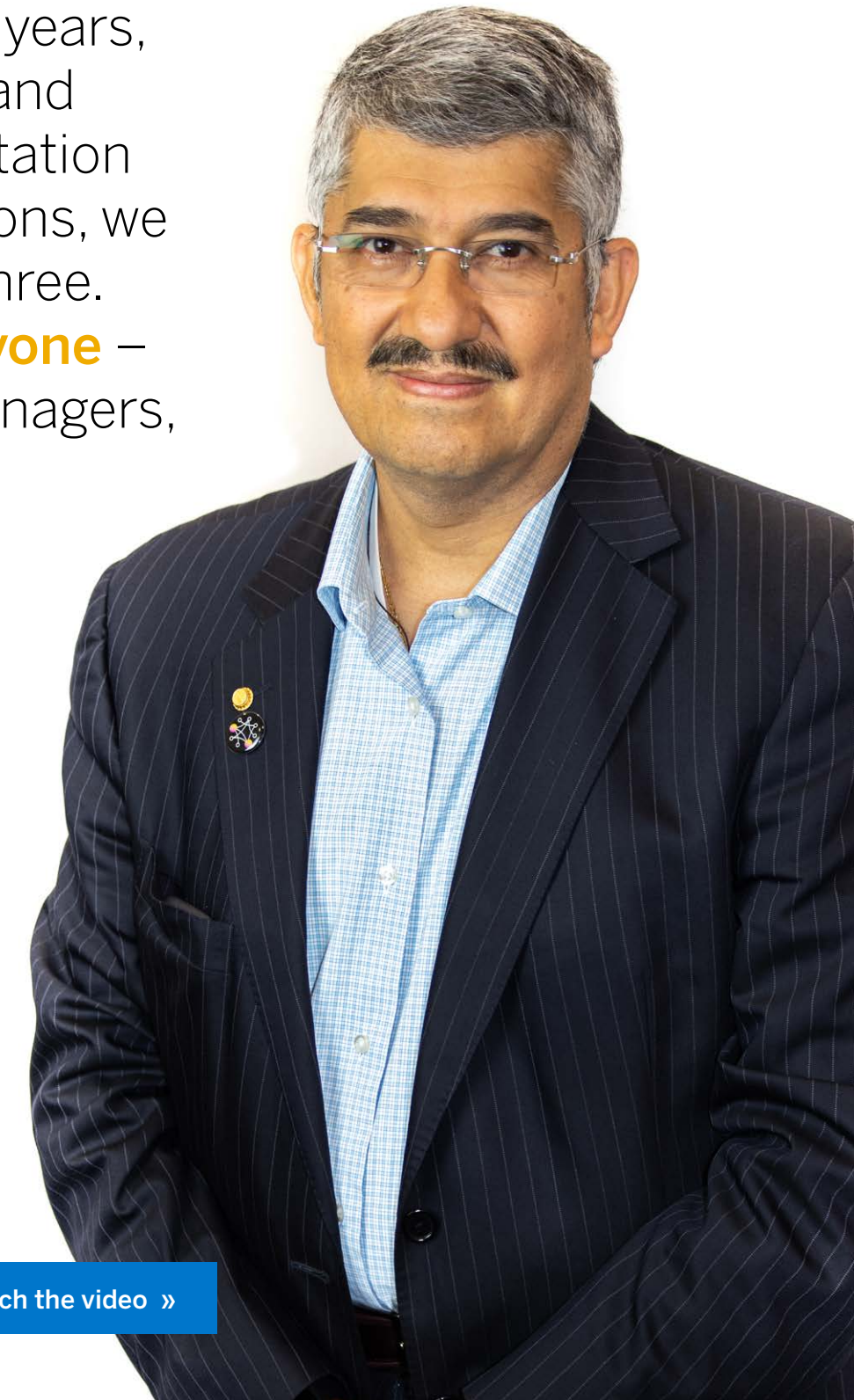
80-90%
adoption rate in less than one year

Easy access
to suppliers and related data

| Coca-Cola FEMSA | Consumer Products | 295,000 | Mexico |
| COMPANY | INDUSTRY | EMPLOYEES | COUNTRY |

SAP Ariba Supplier Lifecycle Performance, SAP Ariba Sourcing, SAP Ariba Commerce Automation, SAP Ariba Buying
SOLUTIONS IMPLEMENTED

Buyer

"We expected to achieve cost savings in five years, but with the quick and flawless implementation of SAP Ariba solutions, we achieved them in three. **It's a win for everyone** — our buyers, our managers, and our internal customers."

— **Jorge Martín Torres Pérez,**
Strategic Procurement Director, Coca-Cola FEMSA

View the case study »   Watch the video »

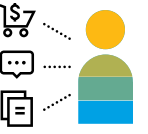Back to customers   10 / 34

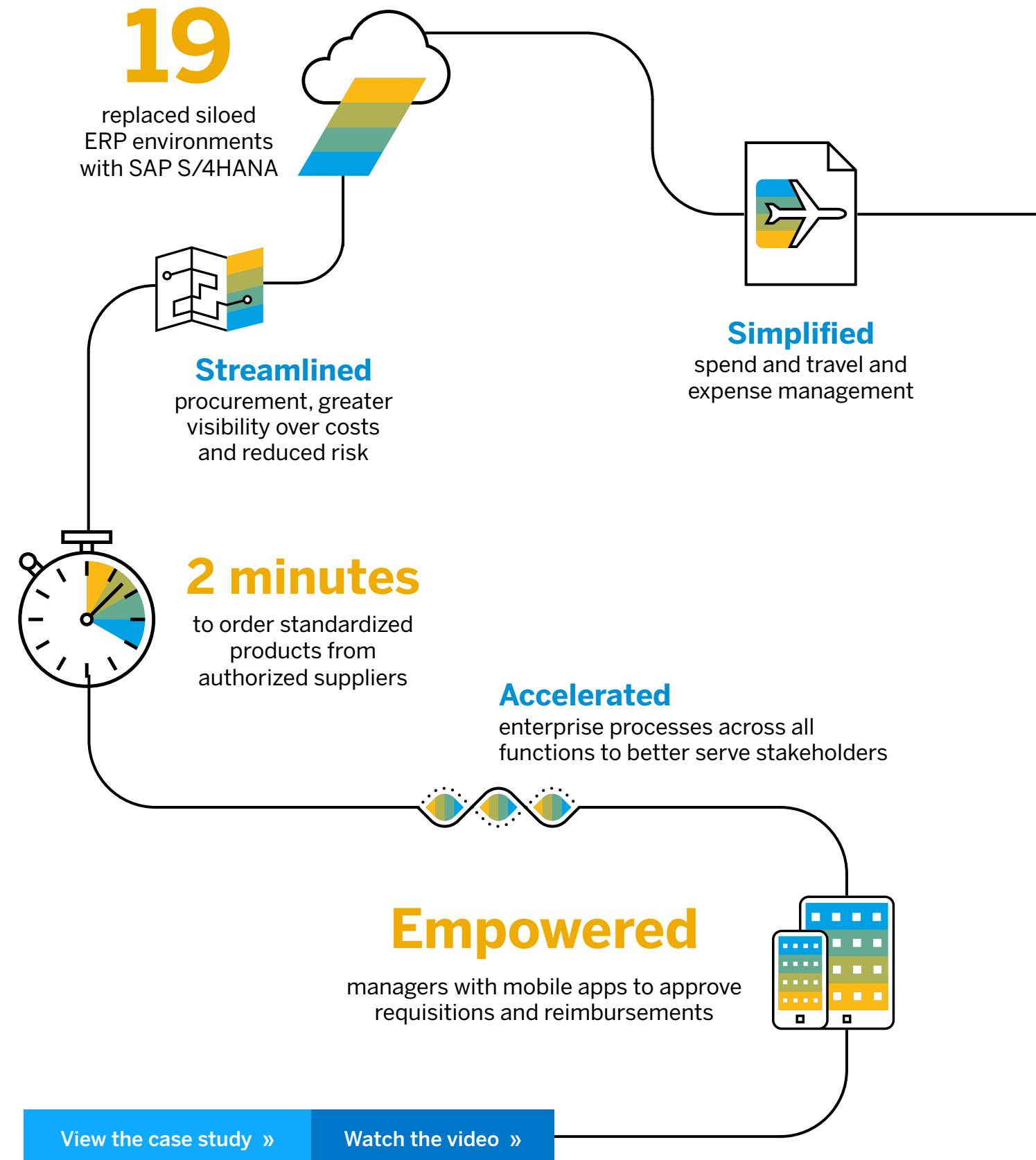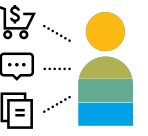| Danfoss A/S | IM&C | 28,000 | Denmark |
| COMPANY | INDUSTRY | EMPLOYEES | COUNTRY |

SAP Ariba Sourcing, SAP Ariba Buying, SAP Ariba Contracts, SAP Concur Travel and Expense, SAP S/4HANA
SOLUTIONS IMPLEMENTED

Buyer

" Together, SAP Ariba and SAP Concur solutions provide superior management of all indirect spend and employee travel and expenses, helping us **achieve better visibility** into total company expenditures."
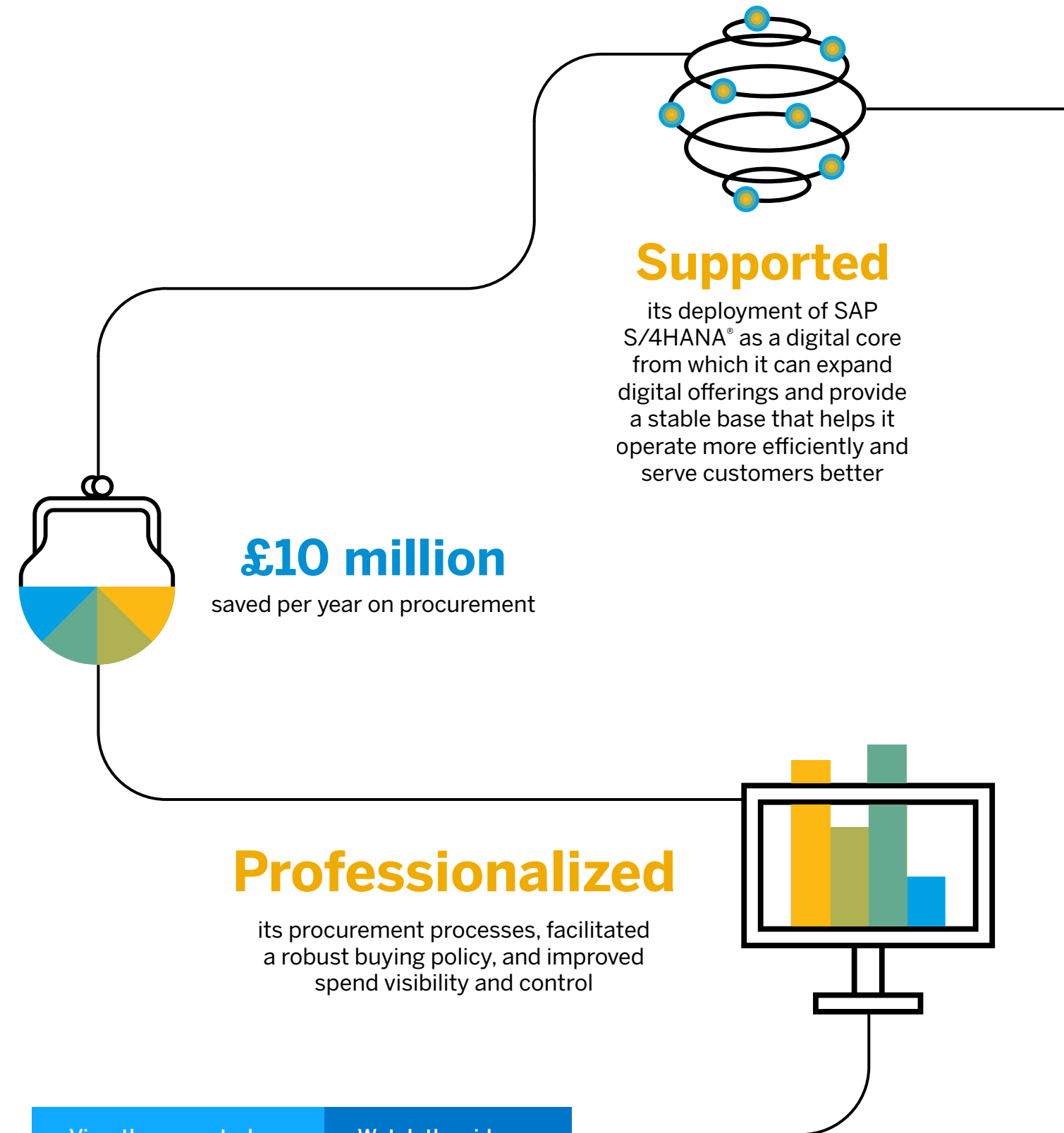
— **Michal Szlezak,**
Indirect Procurement Manager,
Eastern European Region,
Danfoss A/S

19
replaced siloed ERP environments with SAP S/4HANA

Simplified
spend and travel and expense management

Streamlined
procurement, greater visibility over costs and reduced risk

2 minutes
to order standardized products from authorized suppliers

Accelerated
enterprise processes across all functions to better serve stakeholders

Empowered
managers with mobile apps to approve requisitions and reimbursements

View the case study »   Watch the video »

Deloitte.

Deloitte LLP	Professional Services	15,000	England
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

SAP Ariba solutions and SAP S/4HANA

SOLUTIONS IMPLEMENTED

Buyer

" To achieve our vision to be the undisputed leaders in professional services by 2020, we must become a **truly global enterprise underpinned by efficient operations**. Deploying SAP Ariba solutions is a key part of this transformation."

— **Paul Bray,**
Partner, Technology Consulting, Deloitte LLP

Supported

its deployment of SAP S/4HANA® as a digital core from which it can expand digital offerings and provide a stable base that helps it operate more efficiently and serve customers better

£10 million

saved per year on procurement

Professionalized

its procurement processes, facilitated a robust buying policy, and improved spend visibility and control

View the case study »   **Watch the video »**

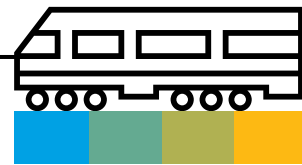| Deutsche Bahn AG	Transportation	310,000	Germany
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

SAP Ariba Strategic Sourcing Suite, SAP Ariba Buying, and Ariba Network
SOLUTIONS IMPLEMENTED

Buyer

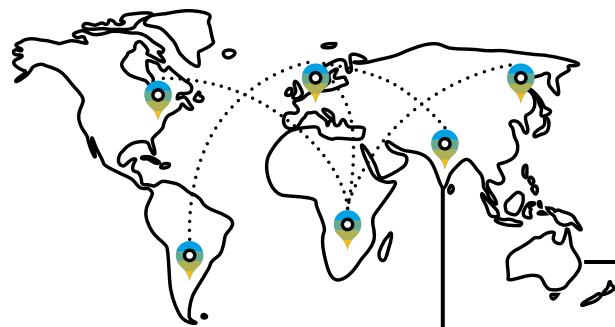# 500,000
no-touch invoices and orders in the first year

Moved
SRM to SAP Ariba
in **7 months**

Removed
complexity from procurement systems by
creating one source for purchasing activity

Efficient
and cost-effective
purchasing across
the international
procurement process
with Guided Buying

Improved
supply chain sustainability with
risk management solutions

" SAP Ariba solutions can help
us achieve our procurement
goals, especially in the case
of **risk management
and sustainability**
in the supply chain."

— **Gregor Müller,**
Strategic Procurement Lead,
Deutsche Bahn AG

View the case study »   Watch the video »

Back to customers   13 / 34

ESA SALEH AL GURG GROUP

Easa Saleh Al Gurg Group LLC	Retail	3,000	United Arab Emirates
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

SAP Ariba Strategic Sourcing and Ariba Network
SOLUTIONS IMPLEMENTED

Buyer
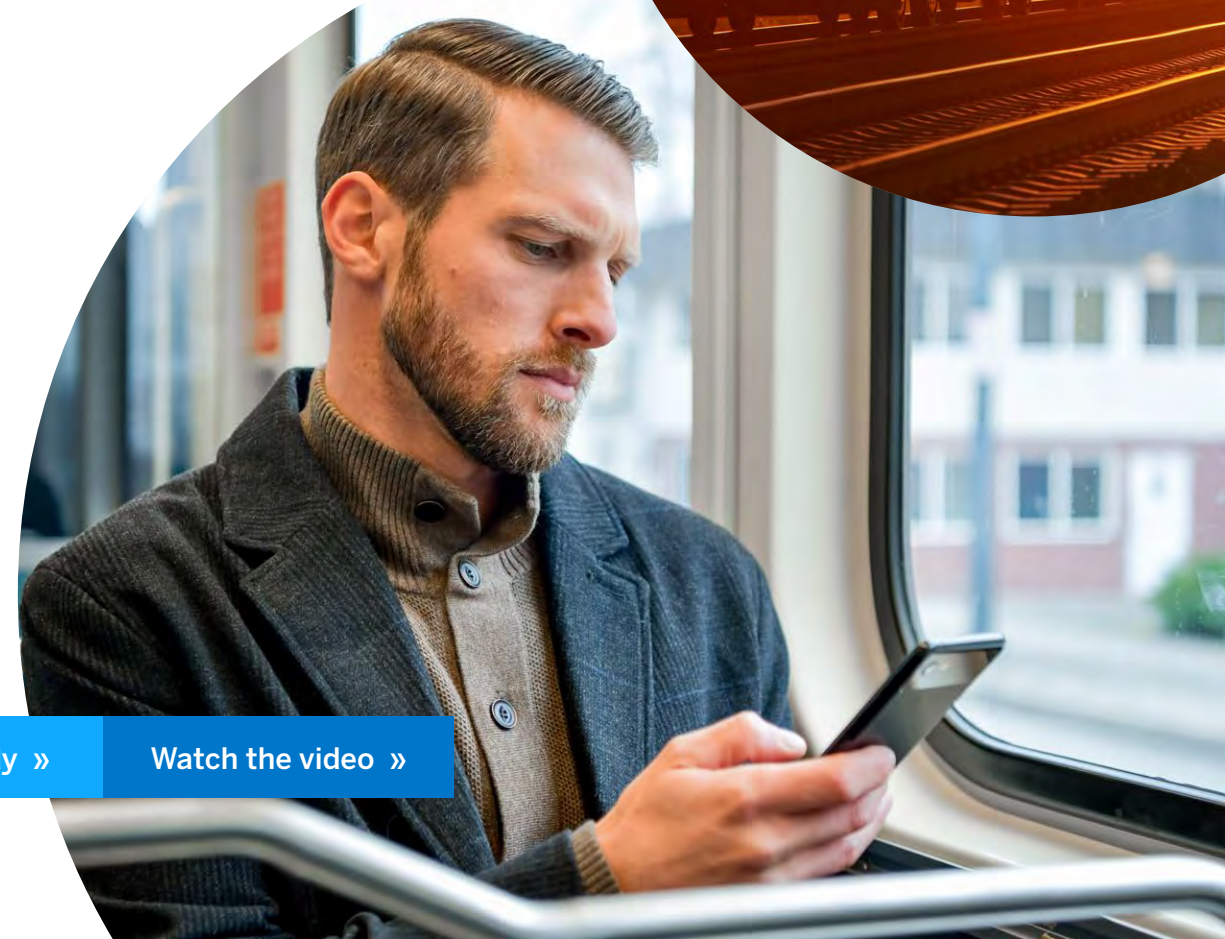
One
click key details of members of a large supplier base that covers five industries

Discovered
potential suppliers in the region and view how customers rate their products and services

Satisfied
the diverse needs of internal clients from sales, accounting, and customer support

Negotiated
effectively with new partners and manage logistics in seven joint ventures to lower costs

Built
a flexible supply chain that can accommodate additional technologies, such as blockchain processing
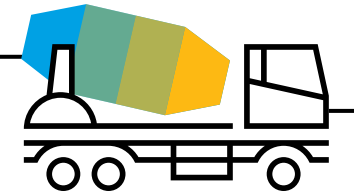
View the case study »

"
Using Ariba Network,
we have **optimized
purchasing processes**
for our customers and
reduced the volume
of errors in orders,
significantly improving
the customer experience."

— **Giancarlo Rocco,**
E-Commerce Specialist,
Finning South America

Improved
purchasing processes by creating purchase
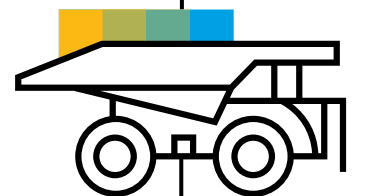orders, sending invoices, and receiving
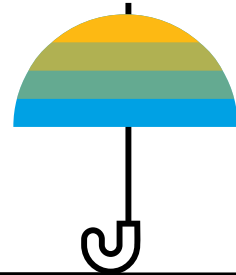payments through one platform
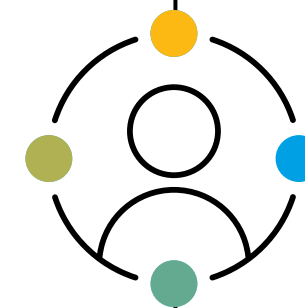
Developed
new ways to work with
customers and meet business
requirements efficiently

Drove
new sales opportunities
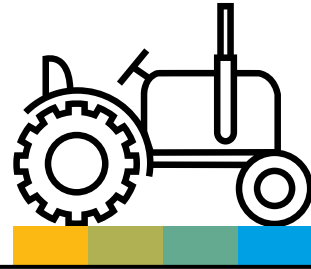using SAP Ariba Discovery

View the case study »

> " SAP Ariba provides a **robust technology** in a transparent way. The platform helps us in accurately **determining the cost** of the product and service while conducting auctions."

— **Anil Mendonca,**
Assistant VP, Cost
Management, HDFC Ergo
General Insurance Co. Ltd.

Indofil Industries, Ltd.
COMPANY

Chemicals
INDUSTRY

India
COUNTRY

SAP Ariba Sourcing
SOLUTIONS IMPLEMENTED

Buyer

INDOFIL
INDUSTRIES LIMITED

" With SAP Ariba Sourcing, we are now able to **reduce manual intervention** in procurement processes. We are also experiencing **real-time savings** and a **higher degree of compliance**."

— **Santosh B. Padave, Sr.,**
Executive, Purchasing,
Indofil Industries, Ltd.

Buyer

"Simplicity is key when it comes to managing a company of our size. SAP Ariba solutions couldn't have been **easier to deploy and integrate** with our mission-critical SAP applications. What's more, they are straightforward to use – making life much **simpler for procurement** staff and managers alike."

— **Sandesh Bambolkar**,
Senior General Manager
of Materials, Lupin Limited
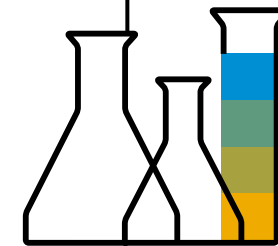
$600,000
in savings achieved in
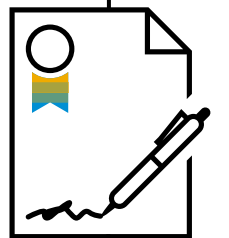just six months
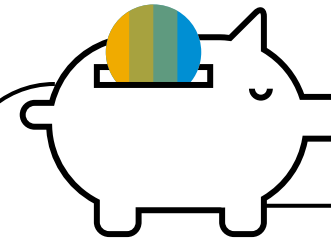
$14 million
in spend managed

$75–$100 million
worth of indirect material for research and
development converted into a catalog

80% of contracts comply
with audit requirements

View the case study »

Lyreco	Retail	10,000	France
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

Ariba Network

SOLUTIONS IMPLEMENTED

Supplier

80%

of all transactions using electronic data interchange

Streamlined

the onboarding of new customers using SAP Ariba solutions

Simplified

customer experience for 350 buyer companies world-wide

Standardization

of ordering and invoicing which enables better customer relationships

" Ariba Network is our partner, just as every buyer is a partner to us. We need **tight collaboration** between all of the parties – including Ariba Network, suppliers, and buyers – and **Ariba Network helps us achieve this**."

— **Renaud COLAS,**
E-Business Manager,
France, Lyreco

View the case study »   Watch the video »

Back to customers

MCKESSON

100

Linked 100 worldwide McKesson organizations to a single platform for sourcing and procurement

$2 million

saved with e-sourcing

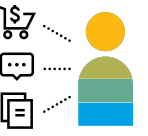### Guided organization

to make smarter purchasing decisions with Guided Buying

90%

of spend automated using SAP Ariba

5,000

contracts managed

SAP Ariba Buying and Invoicing, SAP Ariba Sourcing, SAP Ariba Contracts, Ariba Network, and Guided Buying

SOLUTIONS IMPLEMENTED

Buyer

"Guided Buying is a really great application for McKesson. We've actually changed how we use it for our organization and as our **single point of entry** into all of our sourcing and procurement systems. It guides them to make **smart purchasing decisions**. People have told me, hey, I could find what I needed within three minutes and check out and get on with my day."

— **Michael Tokarz,**
Senior Director Source to Pay, McKesson

View the case study »   Watch the video »

| Milliken & Company	Chemicals	8,000	United States
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

SAP Ariba Buying and Invoicing, SAP Ariba Contracts, SAP Ariba Sourcing, Ariba Network, and Guided Buying
SOLUTIONS IMPLEMENTED

Buyer

" With SAP Ariba solutions, we've made it easier for our suppliers to do business with us and enabled **more visibility into spend** across the business."

— **Melissa Mohesky-Schmidt,**
Sourcing and Ariba Leadership,
Milliken & Company

One
centralized platform with self-service functionality for suppliers, providing access to purchase orders, order acknowledgments, invoicing, and dynamic discounting
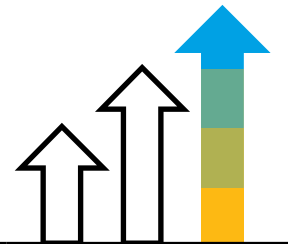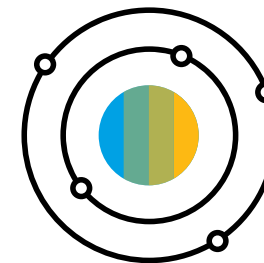
3x
the number of qualified suppliers on Ariba Network than its previous solution

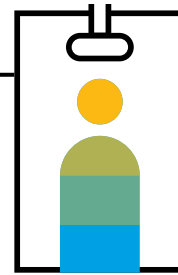**Managed**
spend across the enterprise from one location

Enhanced
contract compliance with digital audit trail

View the case study » **Watch the video »**

UnionBank®

A member of MUFG, a global financial group

MUFG Union Bank	**Financial Services**	**13,000**	**United States**
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

SAP Fieldglass Contingent Workforce Management
SOLUTIONS IMPLEMENTED

Buyer

2,500+
talent base, introduced through **98% referrals**

Created
real-time alerts of new positions that contractors can immediately apply for

Improved
the quality of job candidates by attracting and retaining talent

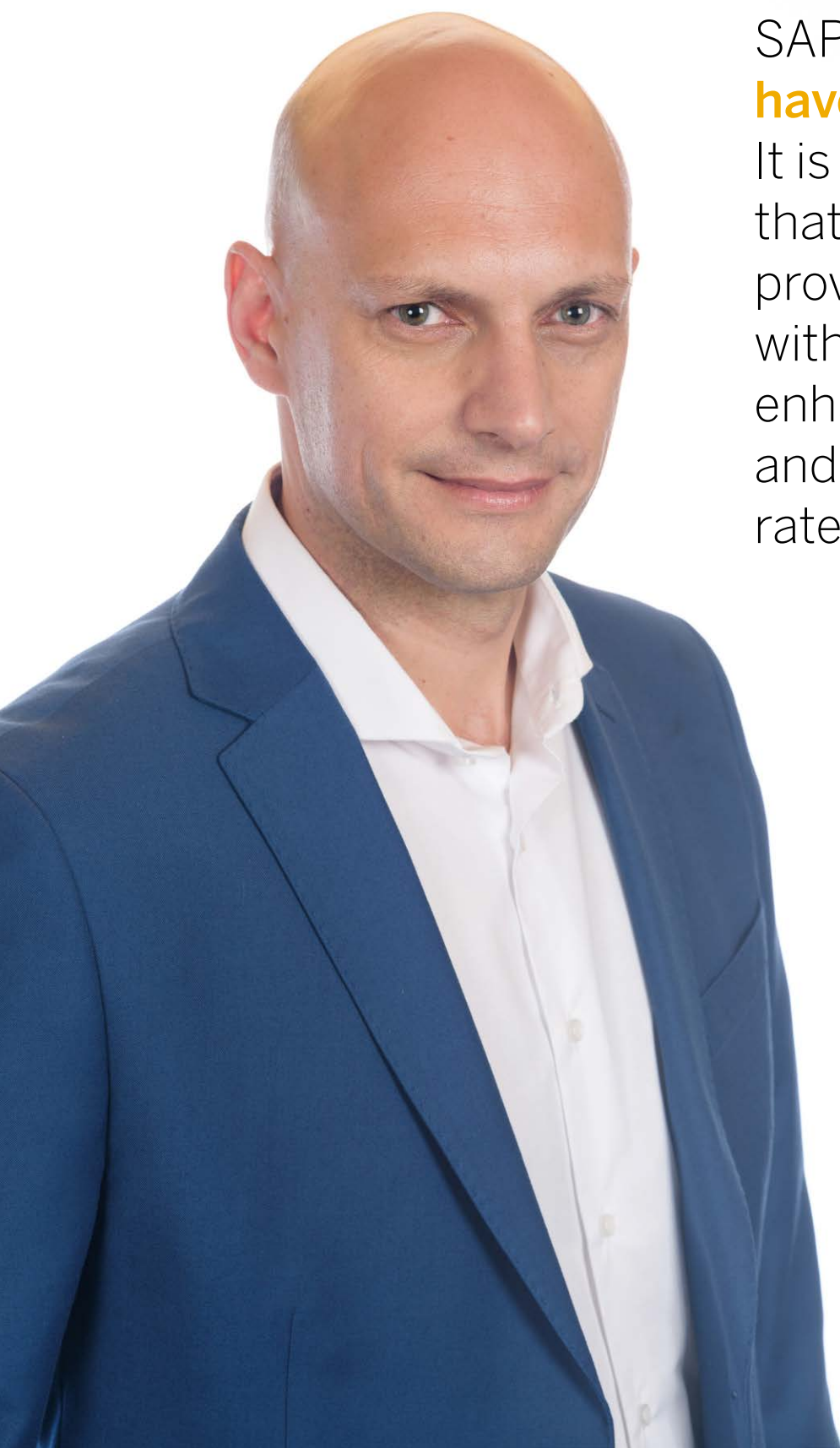## Saved
on consulting costs by directly sourcing contractors
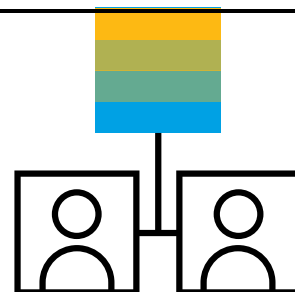
" SAP Fieldglass Contingent Workforce Management has **jetted our recruitment into real time**. As soon as I open up a job, our contractors are already notified and primed for deployment."

— **Sandra Buhler,**
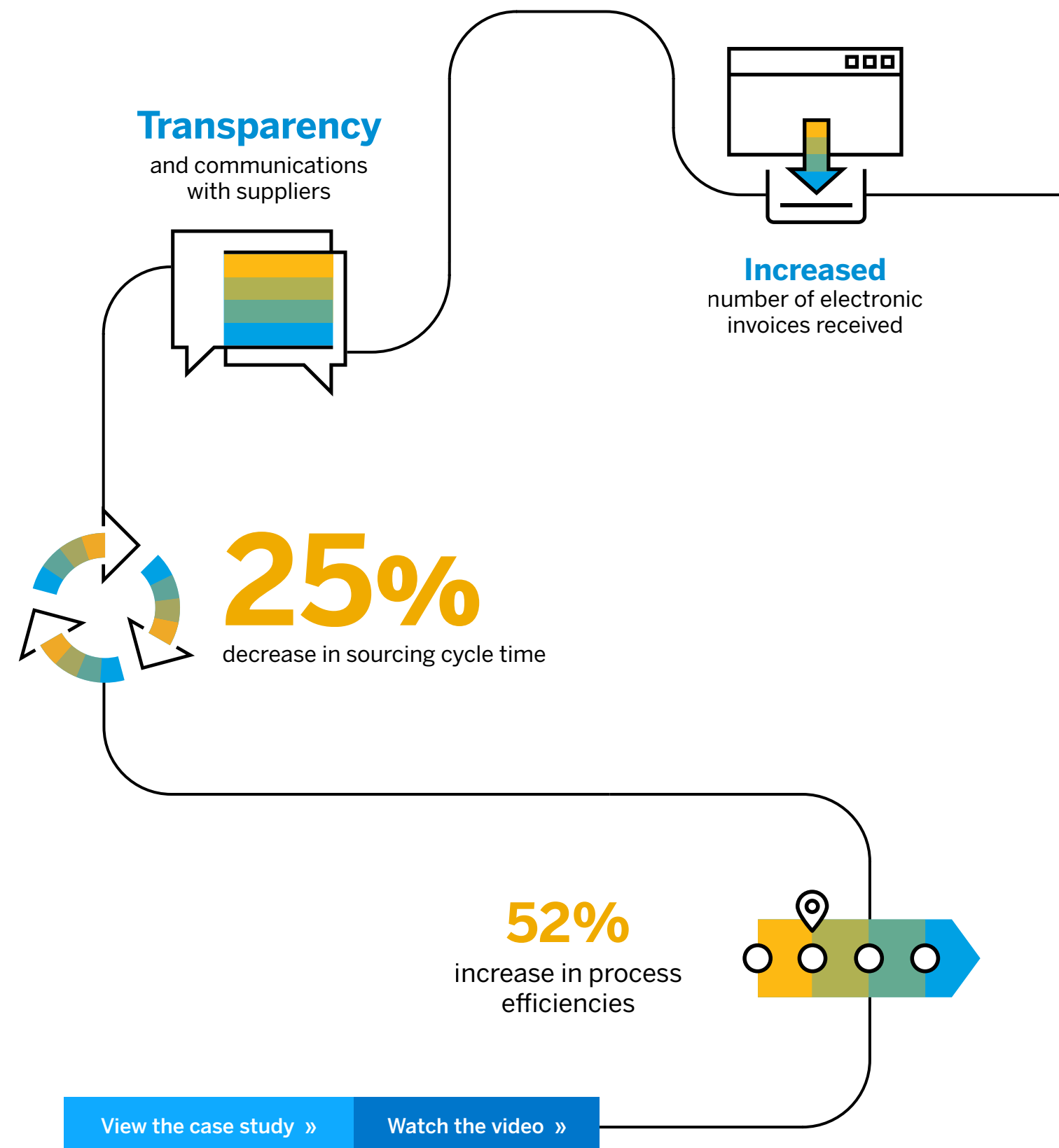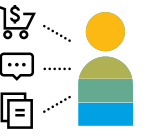Director of Contingent Workforce, MUFG Union Bank

View the case study »   Watch the video »

Navantia

Buyer
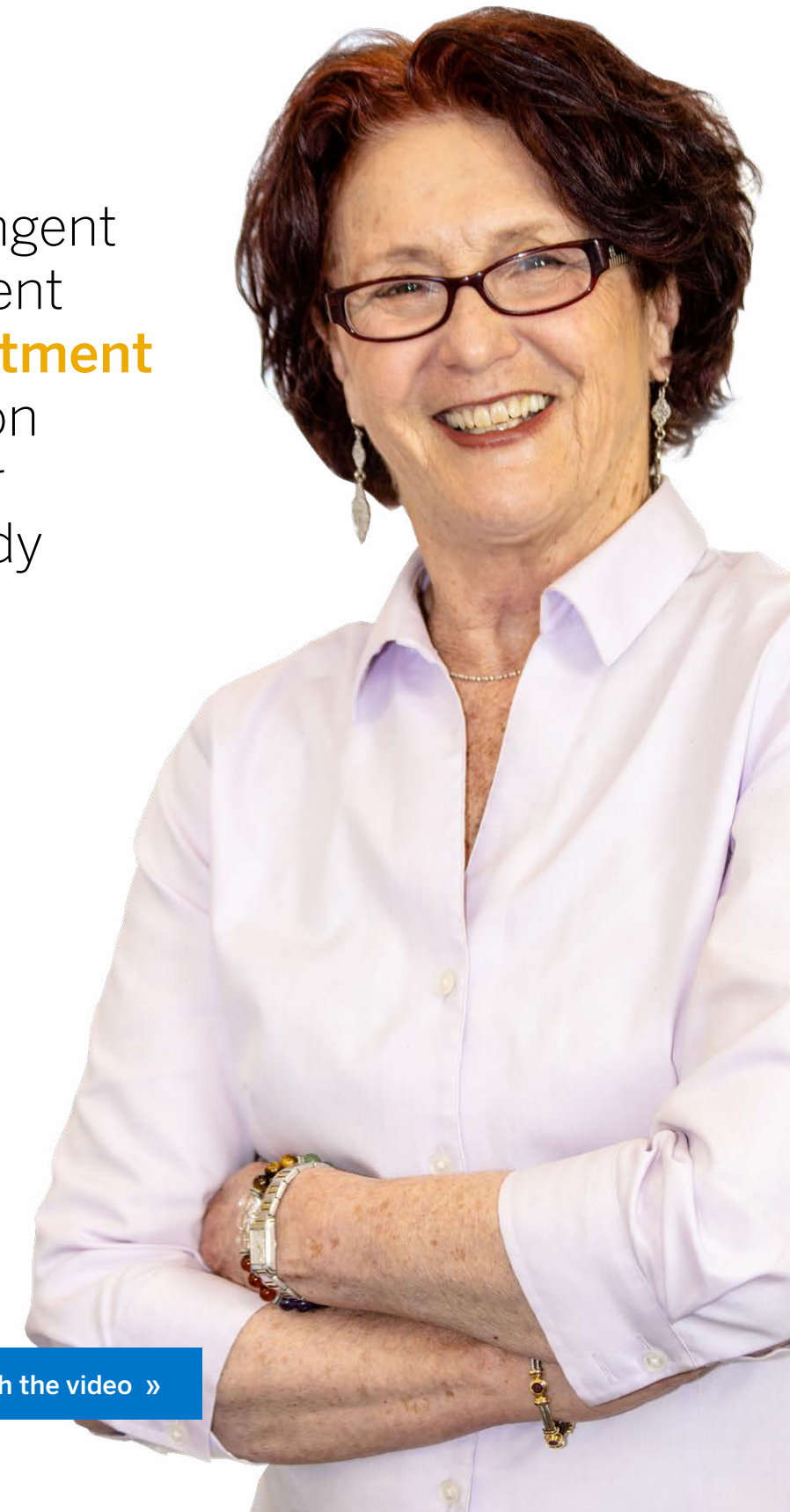
> " Since we started using SAP Ariba, **the changes have been significant**. It is an on-demand tool that supports new orders, provides better integration with the data, has an enhanced user experience, and a greater adoption rate by our suppliers."
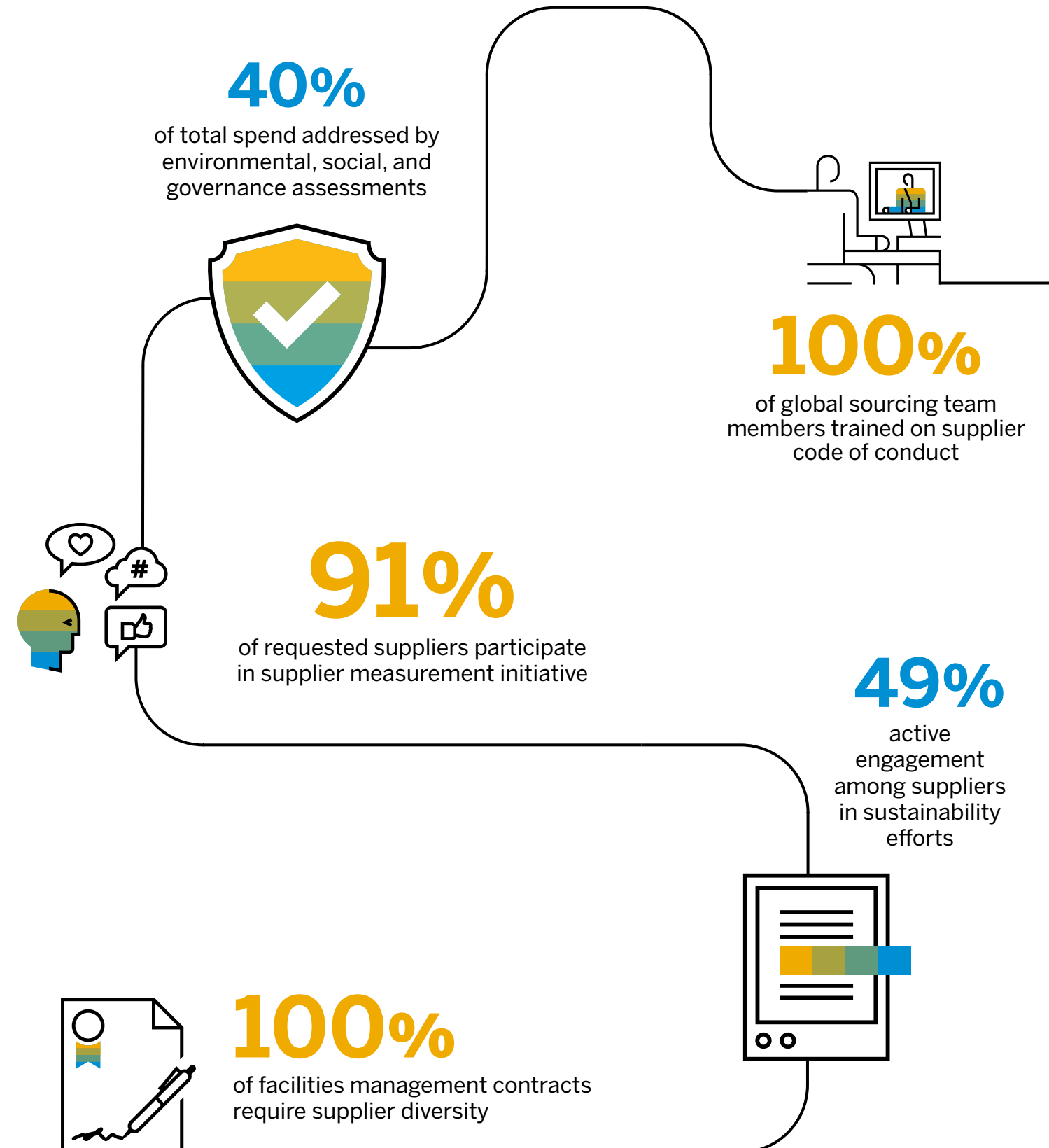
— **José Manuel Saldaña,**
IT Supply Chain,
Navantia S.A.

Transparency
and communications
with suppliers

Increased
number of electronic
invoices received

25%
decrease in sourcing cycle time

52%
increase in process
efficiencies

View the case study »   Watch the video »

Nielsen Holdings	Media	43,000	United States
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

SAP Strategic Enterprise Management, SAP Supplier Relationship Management, SAP ERP, Ariba Network, and SAP Ariba Buying and Invoicing
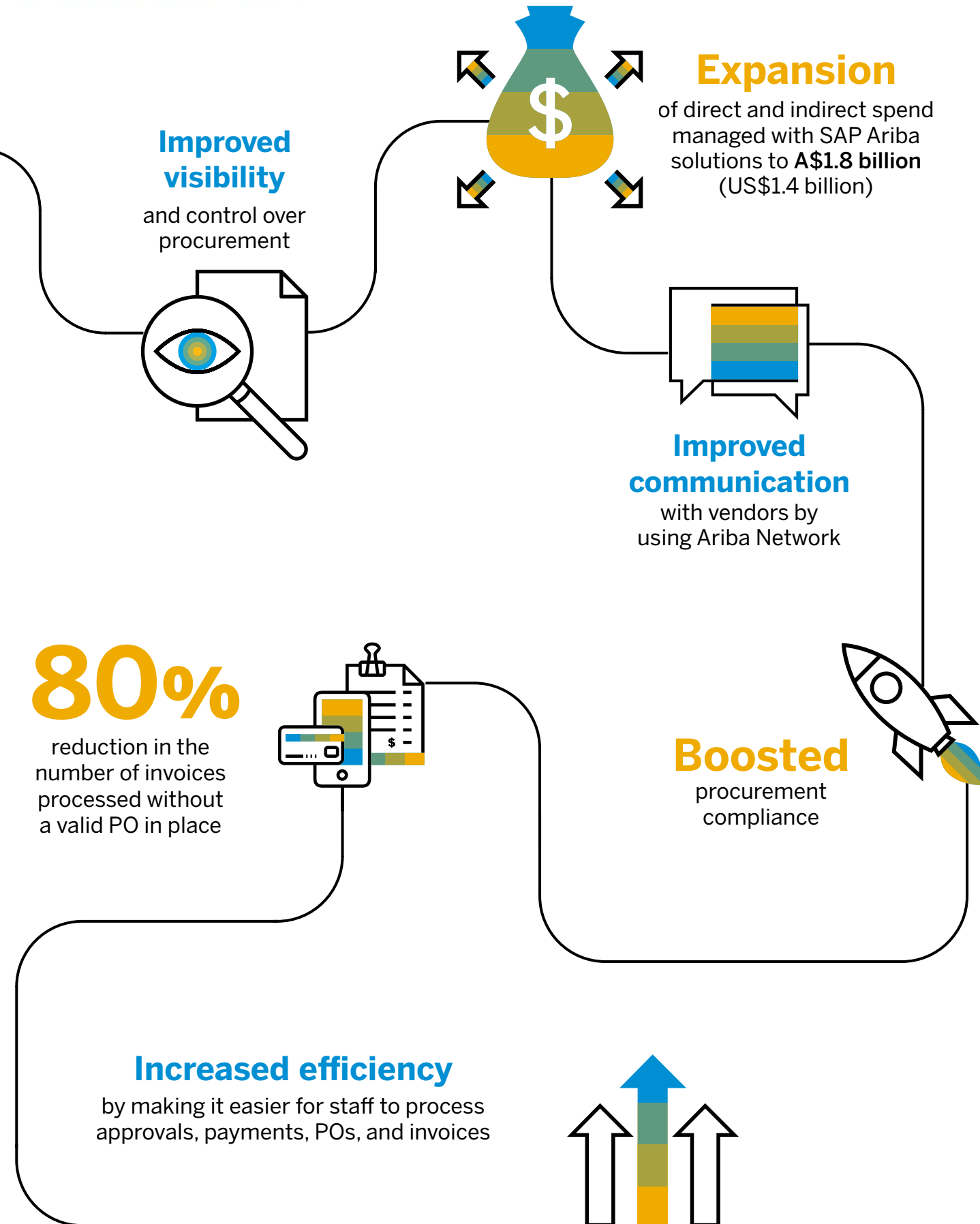SOLUTIONS IMPLEMENTED

Buyer

nielsen

" We can do good in the world if we have the right information available to us, and SAP Ariba Supplier Risk is going to help us do that."

— **James Edward Johnson,**
Director of Supply Chain Risk Management and Analysis, Nielsen Holdings

40%
of total spend addressed by environmental, social, and governance assessments

100%
of global sourcing team members trained on supplier code of conduct

91%
of requested suppliers participate in supplier measurement initiative

49%
active engagement among suppliers in sustainability efforts

100%
of facilities management contracts require supplier diversity

Watch the video »

Back to customers

SAP Ariba Strategic Sourcing, SAP Ariba Buying and Invoicing, and Ariba Network

SOLUTIONS IMPLEMENTED

Buyer

Nufarm

Expansion

of direct and indirect spend managed with SAP Ariba solutions to **A$1.8 billion** (US$1.4 billion)

Improved visibility

and control over procurement

Improved communication

with vendors by using Ariba Network

80%

reduction in the number of invoices processed without a valid PO in place

Boosted

procurement compliance

Increased efficiency

by making it easier for staff to process approvals, payments, POs, and invoices

" SAP Ariba solutions allow us to **keep procurement simple**, removing any roadblocks to help our staff complete tasks more **quickly** and more **easily**."

— **David Bury,**
Chief Procurement Officer, Nufarm

View the case study » | **Read the press release »**

Back to customers
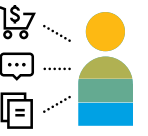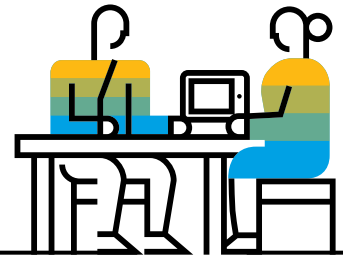
PHILIPS

"Ultimately, we help the business get the **right skill in the right place through the right channel** to get work done."

— **Martin Thomas,**
Head of Total Workforce Management, Royal Philips
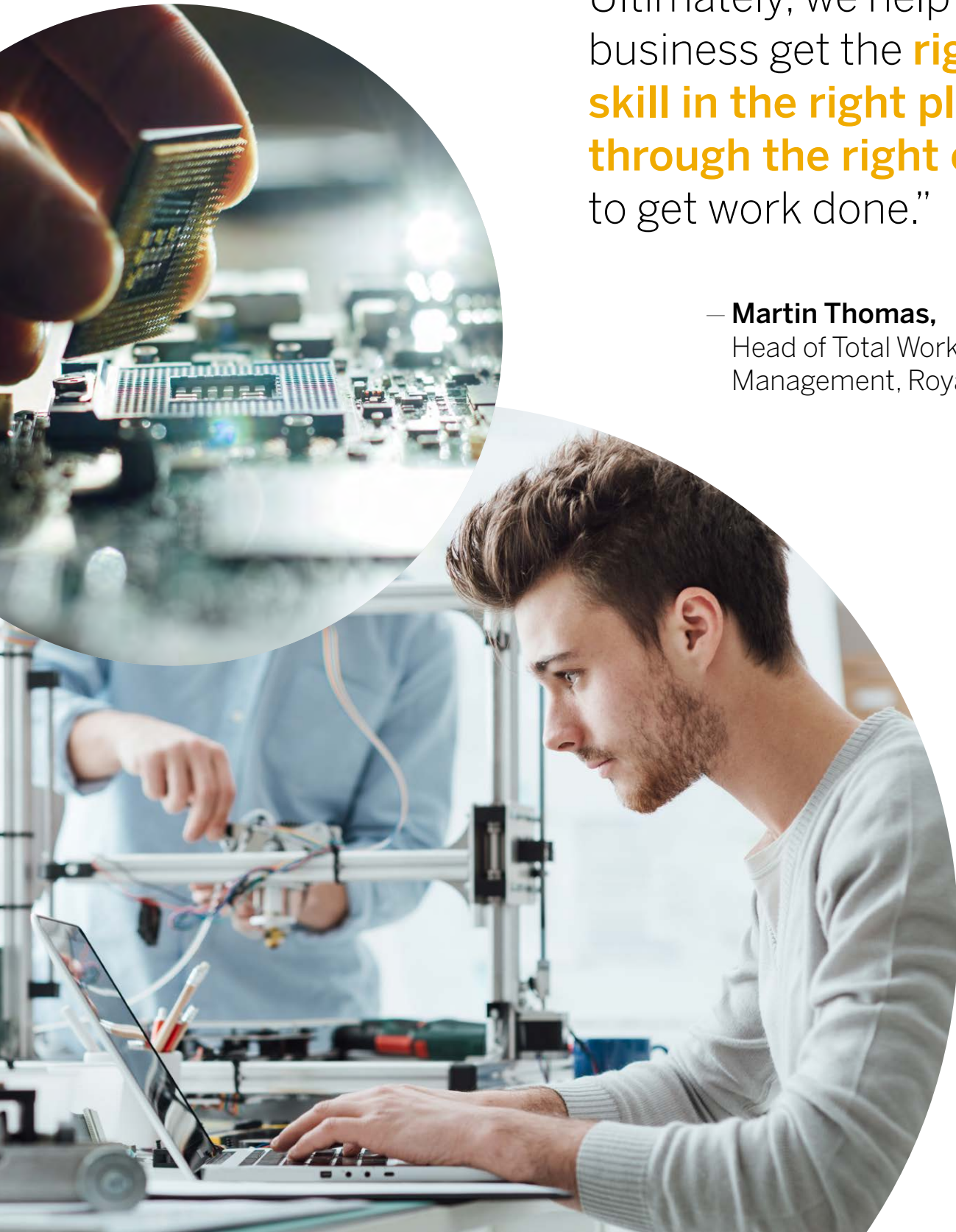
24
countries where SAP Fieldglass is used by Philips to operate efficiently

€500 million
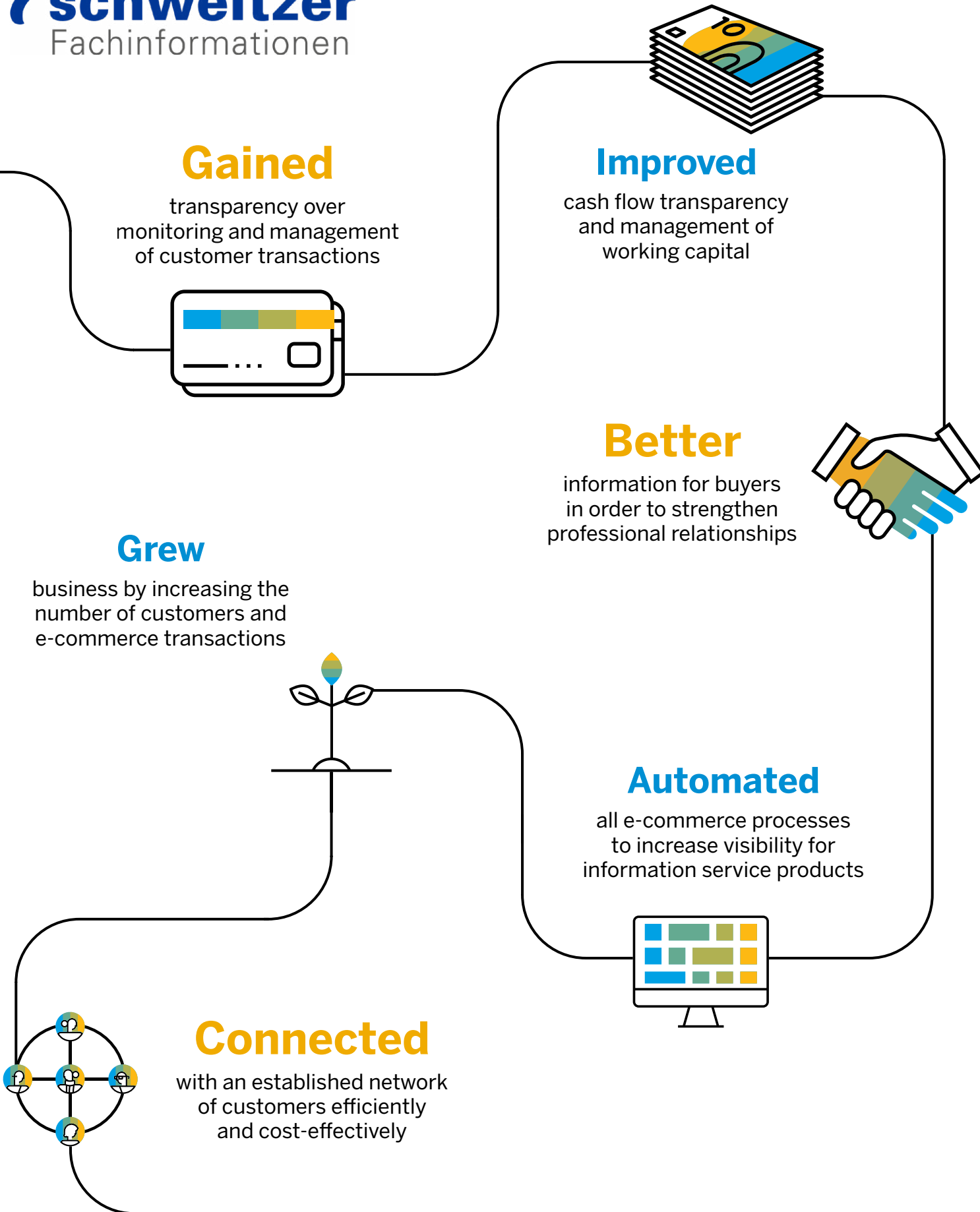spent on contingent workers each year via SAP Fieldglass

Huge cost savings,
freeing up funds for investments in other areas

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Back to customers

Ariba Network, SAP®Ariba Discovery, PunchOut Features

SOLUTIONS IMPLEMENTED

Supplier

schweitzer
Fachinformationen

Gained
transparency over monitoring and management of customer transactions

Improved
cash flow transparency and management of working capital

Better
information for buyers in order to strengthen professional relationships

Grew
business by increasing the number of customers and e-commerce transactions

Automated
all e-commerce processes to increase visibility for information service products

Connected
with an established network of customers efficiently and cost-effectively

" The Ariba Network and programs have helped us simplify and optimize our business operations. We can now **process orders and invoices automatically and have simplified the process of onboarding customers** to keep our business running smoothly."

— **Alexander Graff,**
Head of Corporate Business, Schweitzer

Watch the video »

Back to customers

SIEMENS
Ingenuity for life

Siemens	IM&C	348,000	Germany
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

SAP Fieldglass External Talent Management and SAP Fieldglass Services Procurement
SOLUTIONS IMPLEMENTED

Buyer

Increased
visibility into its flexible workforce and its costs
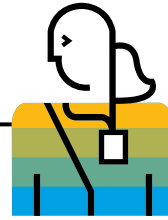
$17 million
saved in external workforce spend since launching the program; $400,000 saved by turning 2,000 paper invoices into electronic submittals
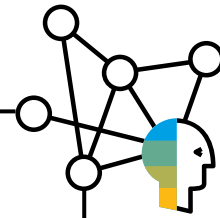
Streamlined
previously manual processes and activities associated with managing flexible labor

45%
reduction in processes from requisition to invoicing

25%
reduction in end-to-end cycle time

> " We work with SAP Fieldglass as a solutions provider – not just a tools provider – **a solutions provider to support us and roll-out further** into Siemens."

— **Phil Biddle,**
Global Commodity Manager, Temporary Labor, Siemens
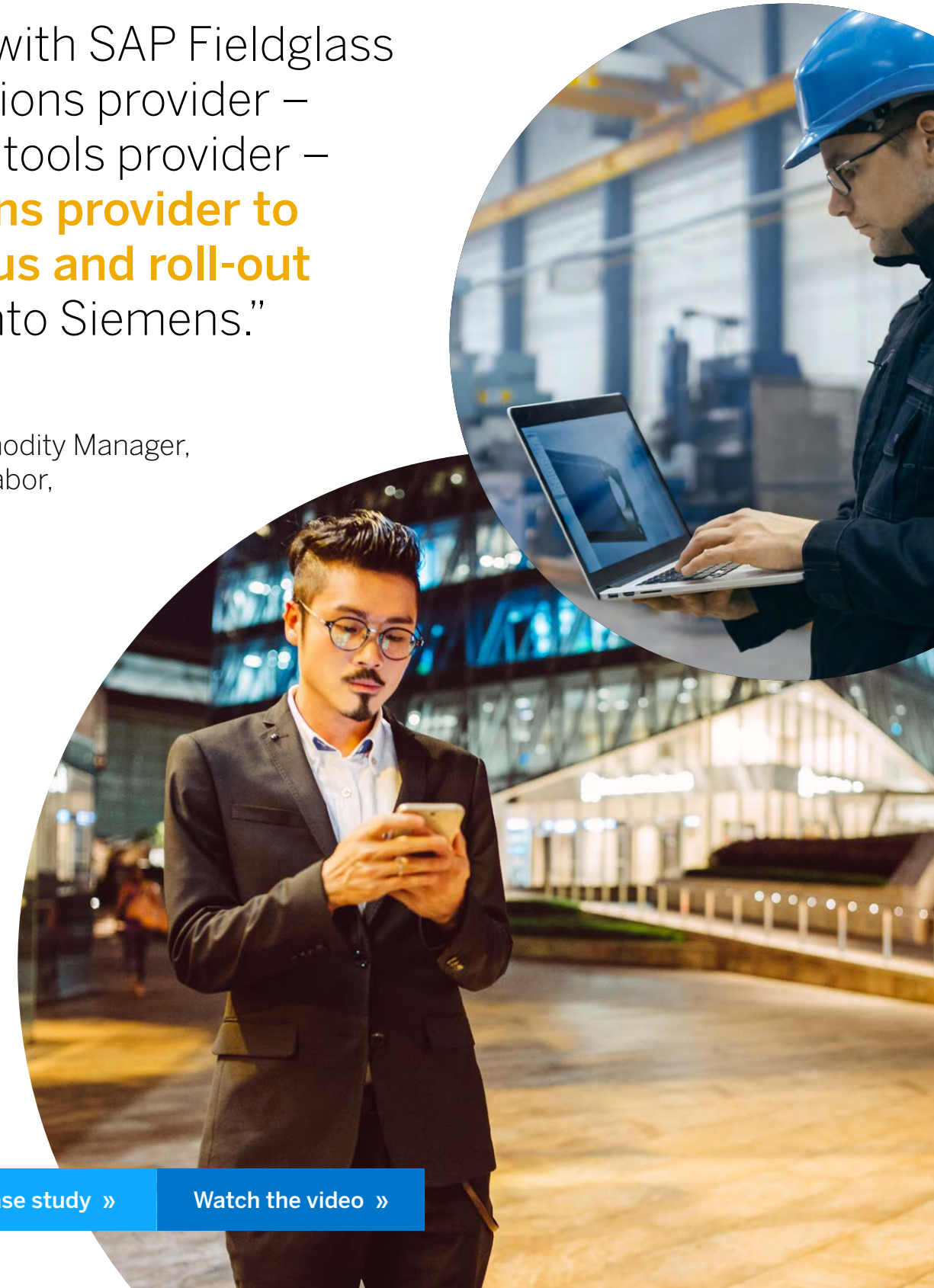
View the case study »   **Watch the video »**

SP Equipamentos	Wholesale Distribution	200	Brazil
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

Ariba Network, SAP Ariba Sourcing solution, and SAP Ariba Catalog solution
SOLUTIONS IMPLEMENTED

Supplier

" Strong partnerships are fundamental to performance improvement and agility for our company. We want to **create strategic alliances**, and SAP Ariba solutions help us find and create business allies."

— **Luis Cyrulnik,**
Director, SP Equipamentos

Reduced
manual processes and improved accuracy in both returns and payments
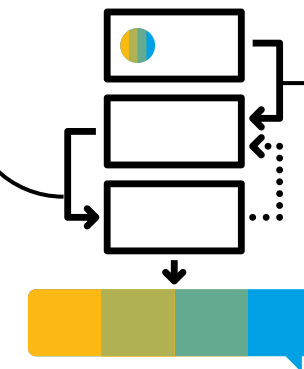
50%
sales growth with integration of purchase orders, identification of new customers, and opening new opportunities

Improved
customer satisfaction and enhanced the performance of SP Equipamentos teams

View the case study »

![swisscom]

100%
e-invoice management
realized with SAP Ariba

€105 million
of contingent spend
managed across **16,000**
contracted employees

€3.5 million
in savings by using
SAP Fieldglass
to research and
optimize rates

Clear view
of total spend across
procurement and
contingent workforce

Reduced
volume of e-mails
and phone calls from
suppliers each year

Enhanced
risk management
and compliance

" Our aim was to gain a clear view
of total spend across procurement
and external talent, and to
boost visibility and efficiency."

— **Beat Zurbuchen,**
Supply Chain Project
Manager, Swisscom AG

View SAP Ariba case study »   View SAP Fieldglass case study »   Watch the video »

VELUX Group | **Mill Products** | **10,200** | **Denmark**
COMPANY | INDUSTRY | EMPLOYEES | COUNTRY

**SAP Ariba Supply Chain Collaboration for Buyers solution,
SAP Ariba Commerce Automation solution, and Ariba Network**
SOLUTIONS IMPLEMENTED

Buyer

Integrated

SAP Ariba solutions with its existing SAP software implementations

64%

Automated 64% of 20,000 monthly order lines through Ariba Network

Accelerated

onboarding by limiting use of electronic data interface connections, cutting time from 10 to 6 weeks

Increase

transparency into supplier performance

Digitalized,

integrated, and simplified supplier collaboration
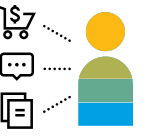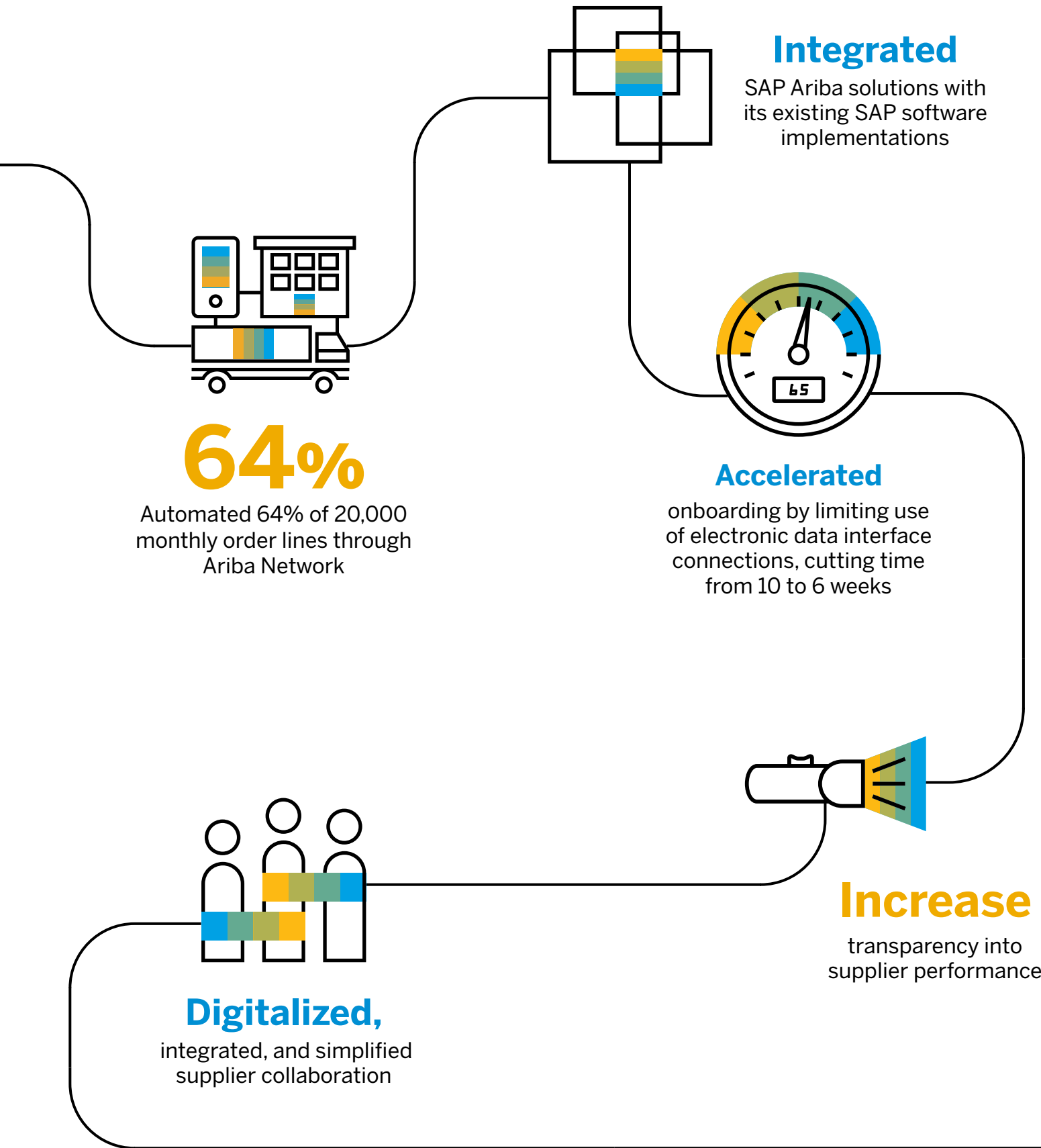
" Our implementation went smoothly with few issues, and we are conducting transactions with more than 200 of our vendors using Ariba Network. Now, we can count on **process improvements, reliable delivery dates, and time saved.**"

— **Philip Melchiors**,
Senior Director,
Supply Chain Planning
and Logistics,
VELUX Group

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Back to customers

V-Guard Industries	Consumer Products	8,500	India
COMPANY	INDUSTRY	EMPLOYEES	COUNTRY

SAP Ariba Sourcing
SOLUTIONS IMPLEMENTED
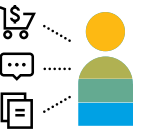
Buyer

" SAP Ariba Sourcing solution, with its custom-made techno-commercial administrative workflow, facilitates formalization and centralization and **reduces transaction cost and time**."

— **Gautham T.,**
Head of Strategic Sourcing,
V-Guard Industries

Consolidated
sourcing activities from six different divisions to a centralized sourcing hub

Collaborative
buying and seamless collaboration with new product development, R&D, and quality teams

6%
average cost savings by using reverse auction capabilities

Less risk
through Ariba Network, which connects V-Guard to a global pool of relevant suppliers

Higher
productivity with a repeatable sourcing process to accelerate turnaround time

View the case study »

Back to customers

Yokohama Rubber Company
COMPANY

Automotive
INDUSTRY

25,000
EMPLOYEES

Japan
COUNTRY

SAP Ariba Strategic Sourcing Suite and Ariba Network
SOLUTIONS IMPLEMENTED

Buyer

$9 million
saved using SAP Ariba

Reduced
procurement errors to speed production and freed up tie to concentrate on customer satisfaction
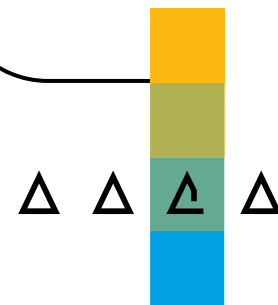
Increased
business efficiency through the use of the PunchOut feature and customized procurement catalogs
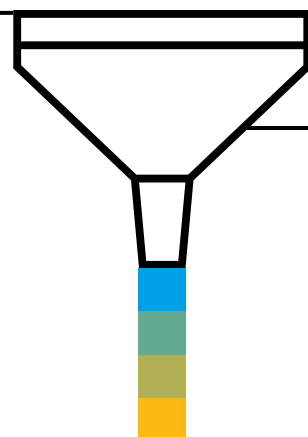
" In considering the transition to SAP Ariba, we were motivated by a desire to move to a higher level in the areas of **productivity in procurement, procurement costs and internal dynamism**."

— **Yasuo Hirokawa**,
General Manager, Indirect Materials Procurement Department, Yokohama Rubber Company
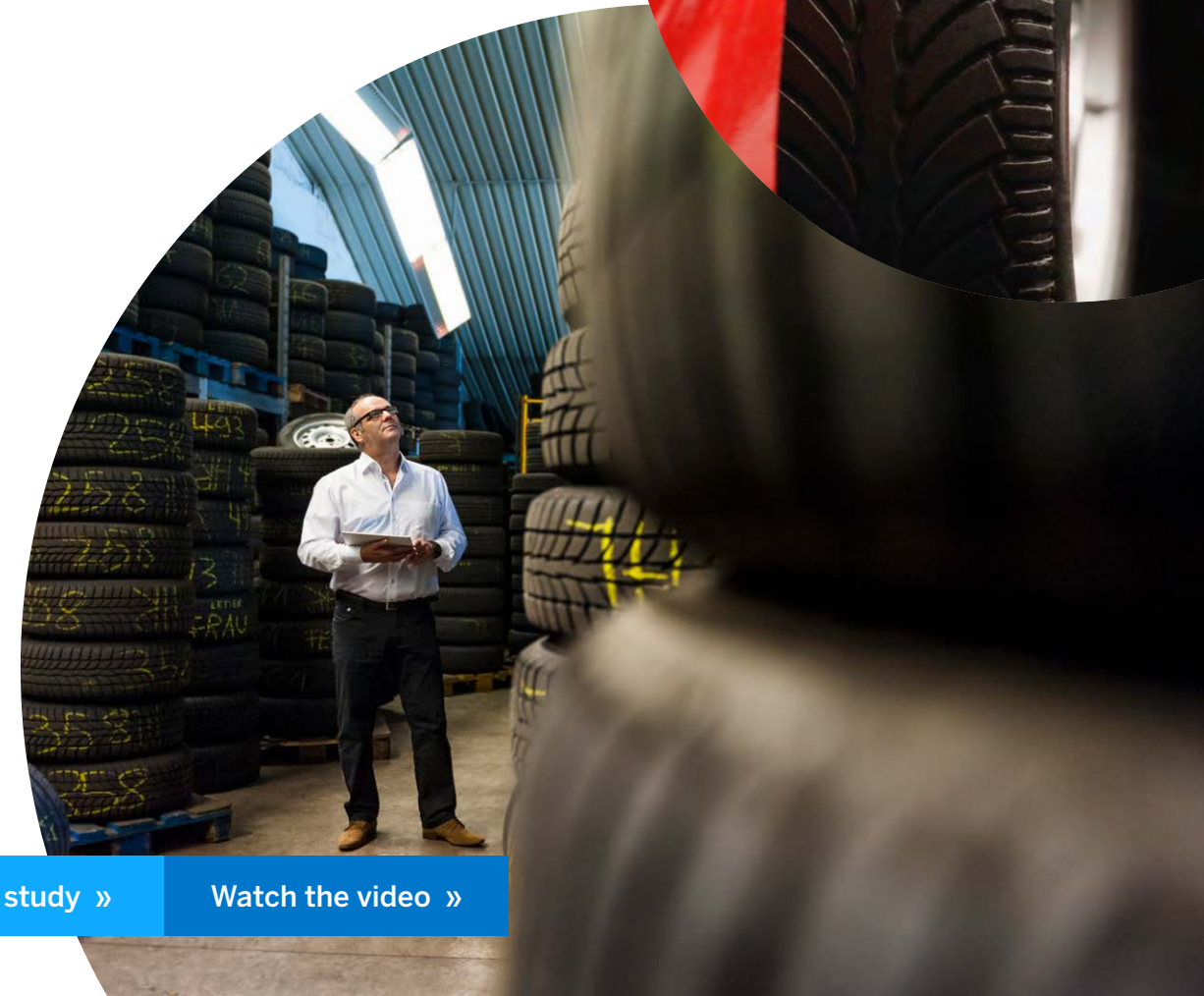
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