

End-to-end Online Commerce Process Creates a Superior Shopping Experience while Reducing Service Calls by 40 Percent

| Challenges | Solutions | Results |
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| <ul style="list-style-type: none"> • Large customer base of 66,000 companies (5M+ users) • Desire to streamline the online order-to-cash cycle <ul style="list-style-type: none"> • Create a superior shopping experience • Increase program adoption rates • Reduce manual intervention throughout the order process | <ul style="list-style-type: none"> • Deployed Ariba technology to optimize electronic purchasing in combination with StaplesLink.com® <ul style="list-style-type: none"> • Provided online catalog integration • Now able to quickly update content and increase product variety • Standardized customer integration methods <ul style="list-style-type: none"> • New customer implementation in 30 days or less • Implemented electronic invoicing for quick invoice delivery, routing, and approval | <ul style="list-style-type: none"> • 40 percent reduction in customer service calls • 94 percent electronic and program compliance • Online catalogs resulted in 10 percent reduction (200,000 books) in printed catalogs • Processing costs reduced from \$8 to \$2 per purchase • 99 percent average fill rate • 98 percent on-time delivery rate |

Company
Staples

Profile
World's largest office products company

Ariba Commerce Cloud Features
Ariba Network for business collaboration
Ariba online catalog solutions

“The Ariba Network is a dependable platform that gives Staples flexibility to meet our customer requirements and allows us to continue to make the customer experience easy.”
 Denis Kudriashov, Senior Manager, eProcurement, Staples

