

Case Study

Ariba support and enhancements at a global energy company



Business Challenge

A large global energy company embarked on an initiative to streamline and enhance its procurement function & associated technology. Executives realized that to achieve optimal profitable growth, the organization would have to reduce overall costs and become operationally excellent. They determined that working with a solution provider to enhance & support several elements of an Ariba eProcurement solution, would go a long way toward realizing those ambitious objectives.

Mahindra Satyam's Solution

After evaluating several solution providers, the energy company partnered with Mahindra Satyam because of its scientific assessment of Ariba Spend Management Suite & robust "4-Phase" transition approach. Immediately after transition, the team began supporting Ariba's Buyer, ACW, ACM and Sourcing and Analysis solutions, as well as a "P-Card" capability.

Streamlining the procurement function was a tall order; the comprehensive solution needed to support 20 operating companies and 107 business units all over the world. In addition, its technology environment featured several enterprise resource planning solutions such as SAP and JD Edwards that required integration.

Furthermore, the solution needed to accommodate the following:

- 4 ERP Variants
- 23 partitions to cater to various ERP & functionality needs
- 7,000 catalogues with 1.4 Million SKUs
- More than 100 interfaces
- 40,000 client users
- 20,000 supplier users

Early in the project, Mahindra Satyam—using a mix of onsite and offshore models—assessed the client's Ariba Spend Management Suite, and embarked on a robust approach that included provision of L1 and L2 support, L3 product enhancement and code fixes, and the establishment of seamless voice and data connectivity between the client site in North America and Mahindra Satyam's facilities in Hyderabad & Chennai, India. The team also implemented numerous best practices and automated several processes.

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Benefits

The project resulted in numerous business benefits. For example, the process automation Mahindra Satyam enabled will save \$2.4 million over five years. Additionally, numerous performance-related metrics remained

constant, despite a 10-fold increase in the client user base. Productivity improvements increased as well they rose by 5 percent, year-over-year,

again despite an enormous increase in the user base. Operational efficiency

increased too; catalog loading time was reduced from three hours in 2007 to two minutes in 2008. Finally, the energy company benefits from an “on-call” team of experts it can rely upon for advice and counsel—at any time.

Mahindra Satyam's Supplier Relationship Management Practice

Mahindra Satyam's Supplier Relationship Management Practice provides end-to-end solutions that keep purchasing costs down and enhance the value of supplier relationships. Our solutions include Strategic Sourcing, Spend Analysis, Sourcing Support and Analytics, Procurement Operations, Package Evaluation, Supplier Enablement, eTendering, Contract Management and EIPP. We also feature a powerful combination of deep domain knowledge, process expertise and cutting-edge technology to help companies realize savings and streamline operations.