

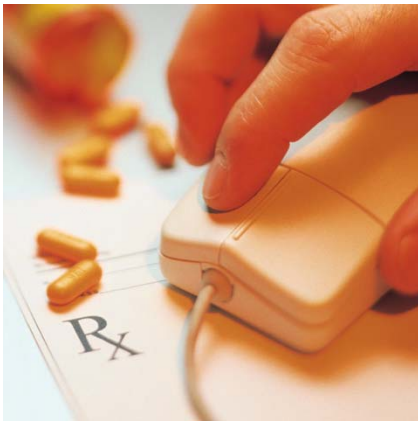
Case Study

Ariba implementation and rollout at a global pharmaceutical company

Business Challenge

The customer is a global pharmaceutical company and was beset by several procurement inefficiencies brought on by non-standard and cumbersome processes that required significant manual intervention. The problems included complex procurement scenarios, such as after-the-fact purchase orders, “no invoice” payments, subsystem requisitions and stock reservations. Financial and procurement approval workflows were also complex. Taken together, these issues resulted in unnecessarily long procurement cycles, which hindered the company's competitiveness.

To overcome these purchasing obstacles, the customer partnered with Mahindra Satyam for its strong experience and footprint in the pharmaceutical industry. Mahindra Satyam engaged with the customer's procurement team and embarked on a program to implement a globally standardized procure-to-pay process and application.



Mahindra Satyam's Solution

After implementing Ariba Buyer 8.2.2 and Contracts 3.0 and rolling it out to 30 business units in nine countries, Mahindra Satyam's team customized the applications to enable complex procurement and finance workflow. The team also enabled real-time integration of Ariba with the pharmaceutical company's SAP R/3 and legacy HR applications, using WebMethods as middleware. In addition, the team integrated Ariba Buyer with third-party software to exchange purchase documents with suppliers, and provided user and technical support. Additionally, Mahindra Satyam enabled 10,000 client users and made 3,000 catalogs available to them. More than 5,000 suppliers were also enabled.

Benefits

The results were astounding. Because of the company's size and global reach, even relatively basic enhancements were magnified dramatically. For example, the new systems streamlined procurement operations, improved contract compliance, eliminated paper purchase orders and reduced maverick buying via electronic catalogs. The customer now has greater control over spending, and has reduced purchasing costs and procurement cycle time. Today, the customer is leveraging and experiencing the efficiencies of the procurement shared services center. Overall, the solution is projected to account for identified savings of an astounding \$100 million in the indirect spending category.

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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.