

Case Study

Ariba upgrade, enhancement and integration for the world's leading retailer

Business Challenge

A large, US-based retailer, with 1,500 stores spends more than \$3 billion annually on indirect material. To rein in that spending and uncover opportunities for efficiency, the organization implemented Ariba Spend Management Suite 4, Service Pack 20. The suite included:

- Ariba Buyer 8.2.2
- Ariba Sourcing 4.4
- Ariba Analysis 3.1.2
- Ariba Category Management 2.0.2
- Ariba Contract Workbench 3.0.2

The system features an astounding 30,000 global users. Additionally, more than 400 suppliers access the package. Furthermore, the retailer holds approximately 3,000 sourcing events annually, and must integrate its Ariba products with numerous software packages. These include JD Edwards, PeopleSoft and LAWSON (enterprise resource planning); IBM Maximo (MRO); Tibco (integration); and User Management (Microsoft Active Directory).

Additional challenges the client faced included:

- Client users continued to use ERP and legacy systems to buy indirect material
- Poor integration forced users to create purchase requisitions and purchase orders in multiple legacy systems
- “Spend data” was available in multiple systems
- Complexity rendered companywide spending analysis impossible
- The organization featured more than 10 instances of Ariba

Mahindra Satyam Solution

The retailer engaged Mahindra Satyam to help it optimize its use of Ariba throughout the organization. The effort—which was managed entirely from an offshore client location—was designed to save money, reduce complexity and make all of the organization's Ariba “instances,” and the systems they interacted with more robust and efficient. To do so, the team upgraded Ariba Spend Management Suite to ASM 4 with Service Pack 23, a more powerful version. Additionally, Mahindra Satyam integrated Ariba Buyer with JD Edwards to automatically import purchase requisitions and purchase orders every two hours. The team also enabled automatic transmission of purchase orders to suppliers. Moreover, Mahindra Satyam:



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- Integrated Ariba Buyer with the retailer's vendor payable system, enabling timely and accurate payments
- Integrated Ariba with Maximo to import maintenance requisitions automatically
- Designed a solution to enable "Print Category Procurement" in "Buyer" through collaborative requisitioning

Business Benefits

Thanks to its efforts to optimize its Ariba programs and services, and its decision to include Mahindra Satyam in those, the retailer is enjoying numerous benefits. For example, all of the organization's entire spending information is available in Ariba, even though it does not originate in Ariba. It can also perform rapid and accurate, enterprise-wide spending analysis—

featuring rich analytics and reporting capabilities.

Additionally, the retailer is leveraging its existing ERP and legacy systems optimally, reducing their total cost of ownership and streamlining performance. Finally, the retailer gained dramatic reductions in procurement cycle times and costs.

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.