

## Who Are We

From our experience driving successful business commerce with over 1,000 customers, the Ariba Commerce Services team understands what it takes to be successful. We apply our experience to your business to help you get up and running as quickly as possible while positioning your organization to realize expected benefits and sustain success.

- Our expertise spans along our solution set from Sourcing to Procurement to Payment
- Our team of more than 600 professionals across the world is comprised of practitioners and experienced Ariba personnel who can speak from personal experience to help you determine what the end state should look like and what needs to happen to get there
- In addition, because we deliver our services in partnership with our customers, you will be self sufficient to sustain the program in the long run

After many years of helping thousands of companies achieve better, more collaborative commerce, Ariba is uniquely positioned to help you do the same. First, we'll help you quickly identify, enable, and realize value through a custom-tailored business commerce program—prescribed by our domain expertise, world-class analytics, and considerable insight into what buyers and sellers need to facilitate collaboration. Then, working closely with your stakeholders, we'll provide best-practice guidance on integrating your business processes and optimizing your trading partner relationships, driving toward full utilization and adoption of your solution.

***In short, you get much more than technology from Ariba. You get business results.***

## How We Get You There

Based on a proven and repeatable approach designed to enhance collaboration, our services span across each phase of the Business Commerce Enablement lifecycle to ensure adoption of your Ariba solutions. With Ariba, you benefit from a stronger, more collaborative relationship with your solution provider. The intensity of our working relationship — the scope, frequency, and complexity of our services and interactions — depends on your needs. Once we've done our homework, and conducted a thorough diagnosis of your situation and objectives, we'll be able to define our relationship as *Assisted*, *Partnered*, or *Comprehensive* and architect a solution based on this definition. Our services take into consideration four key program elements that must be addressed as a whole to drive success: People, Process, Performance, and Technology.

## Diagnose

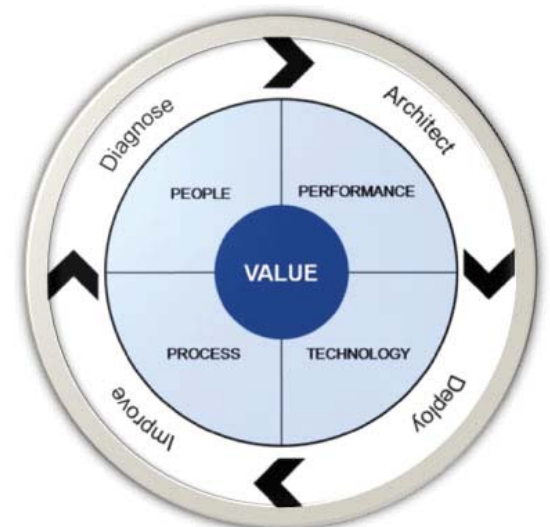
Driven by our success planning process, we partner with you to analyze your current environment to identify opportunities for improvement and craft solutions to address pain points and build the supporting business case. Key components of the success plan include:

- Quantitative diagnostic with Ariba benchmarks
- Best-in-class maturity assessment
- Program vision
- Future state operating model
- Cost-benefit analysis
- Customized roadmap

## Architect

To realize the vision set forth in the Diagnose phase, we utilize our toolkit to architect a detailed future state for the key business components of people, processes, technology and performance to achieve business case benefits, as well as plan for business process and organizational change.

- Program planning
- Category Flight Planning
- Internal stakeholder outreach strategy and planning
- Supplier adoption strategy and planning
- Process and policy design
- Solution planning and design
- Terms assessment and strategy
- Shared service design of sourcing, purchasing, and AP functions
- Future state roles and responsibilities definition
- Performance planning



## About Ariba, Inc.

Ariba, Inc. is the leading provider of collaborative business commerce solutions. Ariba combines industry-leading technology with the world's largest web-based trading community to help companies discover, connect and collaborate with a global network of partners – all in a cloud-based environment. Using the Ariba® Commerce Cloud, businesses of all sizes can buy, sell and manage cash more efficiently and effectively. Over 500,000 companies around the globe use the Ariba Commerce Cloud to simplify inter-enterprise commerce and enhance results. Why not join them? To get on the path to Better Commerce visit: [www.ariba.com/commercecloud/](http://www.ariba.com/commercecloud/)

## Deploy

As a complement to the deployment services offered as a standard part of our technology solutions, during this phase we implement the future state plan designed during the Architect phase into the day-to-day practices of the organization to foster successful solution deployment and, ultimately, drive adoption and sustain business case benefits.

- Program management
- Category enablement
- Onsite technology deployment support
- Internal stakeholder outreach execution support
- Supplier adoption execution support
- Supplier, catalog and contract enablement
- Communication development and execution
- Training development and execution

## Improve

To best position you for sustained success, this post-deployment phase centers around continuous improvement by evaluating your operating environment to identify opportunities for further improvement.

- Continuous improvement assessment
- Process and technology optimization
- Premium technology support
- Black belt certification for sourcing, purchasing and AP professionals

We know that business commerce is a journey, but we are confident that the program we design for you will enable you to accelerate and realize actual, measureable business results. And as these results accumulate over the course of the program you will continually be moving closer towards best-in-class – increasing spend under management, improving adoption and compliance, strengthening collaborative relationships with your trading partners, and optimizing your cash management position.

## Ariba, Inc.

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