

Hewlett Packard Supplier Spotlight



Consultative model accelerates order-to-cash cycle



Customer Profile

Hewlett Packard (HP) is a leading provider of products, technologies, solutions, and services to consumers and business. The company's offerings span IT infrastructure, personal computing and access devices, global services, and imaging and printing. HP supports customers in most countries and markets in the world with catalogs available in 43 currencies and nine languages.

The Challenge

HP has been a member of the Ariba® Supplier Network™ since 1999 and currently has more than 150 customer integrations globally. To move eBusiness to the next level, HP is working with buyers, platform vendors, and finance companies to expand their capabilities and market coverage. HP strives to provide accurate customer catalogs, to accept orders efficiently, and to enable easy reconciliation of invoice and payment.

"The Ariba Supplier Network is the leading B2B network for our customers. A range of features and functionality facilitate collaboration with our Ariba customers. We consider the network a model in the industry."

— Tom Cline, Manager eBusiness, PSG Volume Sales

The Solution

With a consultative approach, HP views each customer integration holistically and works with individual customers to create the right solution from catalog through invoice and payment. This approach has accelerated customer adoption and helped HP move from a supplier-driven Web site to a partnership with customers. Today, integrated customers are the largest source of electronic orders for HP, and create a competitive advantage.

HP uses the Ariba Supplier Network for product catalogs, both static and PunchOut, automated order handling, order confirmation, and order status, as well as order reporting, asset management, and eInvoicing. Customers are able to punchout, build configured products, and access real-time order details for HP products.

Adding Up the Benefits

With the Ariba Supplier Network, HP saves time and money on order management, including reduced order entry and processing costs. But HP believes the greatest benefit is acceleration and automation of the order-to-payment cycle.

Specifically, eProcurement means orders are released upon receipt rather than being held for manual validation. The Ariba Supplier Network also allows for better visibility into buying trends and improved forecasting because customers adhere more closely to contracted terms and products. Linked with eInvoicing and its benefit of reduced "days sales outstanding" and invoice disputes, the Ariba Supplier Network supports a more efficient procurement cycle and positive customer experience.

With the Ariba Supplier Network supporting global integration capabilities, HP can capitalize on business anywhere and meet customer integration requirements.

www.ariba.com

Copyright ©2008 Ariba, Inc. All rights reserved, Ariba and the Ariba logo are registered trademarks of Ariba, Inc. Ariba Ready, Ariba Ready Platinum, Ariba Buyer, Ariba Express Content, Ariba Supplier Network, PO-Flip and Ariba PunchOut are trademarks of Ariba, Inc. All other products or company names mentioned are used for identification purposes only, and may be trademarks of their respective owners.

