

EXPERTISE

Ariba Solution Implementation Services



Once you decide on a solution that will help achieve your spend management objectives, you need to ensure a high-quality, on-time implementation of your new technology that will maximize the value of your investment. Your implementation provider must be able to meet your unique time, budget and expertise requirements through flexible delivery models, specialized teams and proven methodologies based on best practices from leading projects. In addition, they need to be easy to work with by serving as your single point of contact and by guiding you with their expert advice throughout the implementation.

This is precisely the value that Ariba offers as your implementation services partner: **high-quality, on-time delivery and collaborative ease.**

OUR DELIVERY MODEL

Ariba's hybrid delivery model combines onsite consulting presence with center-based resources. The goal of this hybrid model is to create more value for our customers by:

- Increasing the quality through accumulated intellectual property and best practices
- Developing the most efficient processes for on-time delivery
- Implementing repeatable and reusable components that are proven and tested
- Increasing scalability and responsiveness through a combination of onsite, near-shore and offshore resources



THE ARIBA IMPLEMENTATION ADVANTAGE

- Ariba certified consultants with superior domain knowledge and expertise
- Proven methodology blending best practices from more than 400 implementations globally
- Global delivery model leveraging onsite, near-shore and offshore resources for low cost and high quality
- Preferred access to Ariba Engineering, Support and Product Management teams
- Efficient processes using standardized, reusable solution components
- Full-service team delivering management consulting, solution implementations, technical services, and outsourcing

"Consultant skills, prior successful relationship and engagement, and proven track records are consistently among the top selection criteria."

"...companies that are succeeding with the global delivery model — particularly India-based providers — are rapidly becoming a force in the North American and European commercial markets."

Gartner, Key Issues for Consulting and Solution Implementation Services, 2007

OUR METHODOLOGY

Our SMART methodology is built on expertise around five themes: envision, architect, implement, execute and manage. Each of these phases contains a specific set of activities, templates and packs designed to deliver accelerated results. Our processes, tools and methodology are based on best practices from more than 400 implementations. These are developed and refined to deliver maximum value to our clients.



OUR PEOPLE

Our certified implementation consultants are Ariba solution experts who bring deep technical expertise along with superior knowledge of spend management. We also have specialized teams dedicated to meet your unique project requirements, partnering closely with Ariba engineering and product management.

WHY ARIBA CERTIFIED CONSULTANTS?

- Higher implementation quality. Guaranteed.
- Trained and qualified consultants working on Ariba solutions
- Formal certification of a consultant's domain knowledge and expertise
- Consistency—regardless of project, industry or geography
- Elevated profile of the consultant within Ariba—quicker response times and established relationships with internal Ariba teams

OUR OFFERINGS

- Management Consulting
 - o Based on knowledge from hundreds of engagements worldwide, the Ariba Solution Implementation team is uniquely positioned to provide best practices advice and guidance—transforming procurement teams into world-class managers of spend.
- Solution Implementation
 - o Coupling our unique and proven implementation methodology (SMART) with more than 100 certified consultants, Ariba can tailor implementations to meet specific requirements leveraging best practices and lessons learned from hundreds of previous projects.
- Technical Services
 - o Including software upgrades and fit assessments, system performance planning, outsourced application management and customer-specific technical projects
 - o Ongoing technical support and system improvements require consistent, proven solutions and uniquely trained consultants to deliver them. Ariba has dedicated, specialized teams focused on the delivery of these technical services.
- Packaged Innovative Solutions
 - o The Ariba Solution Implementation organization has developed and launched multiple new solutions to provide our customers with the ability to deploy new functionality and best practices resulting in accelerated ROI.

ABOUT ARIBA, INC.

Ariba, Inc. is the leading provider of spend management solutions to help companies realize rapid and sustainable bottom line results. Successful companies around the world in every industry use Ariba Spend Management™ software and services. Ariba can be contacted in the U.S. at 1.650.390.1000 or at <http://www.ariba.com>.

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