

Using Ariba to Save Customers Time, Money, and Headaches



INTEGRITY | QUALITY | RELIABILITY

Challenges

- Strengthen credibility and competitive position with prospects using the Ariba® Network and grow business with current Ariba customers
- Obtain more qualified leads and gain a sense of commonality with prospects as a way to increase sales
- Use e-procurement tools to develop new business while maintaining personalized relationships with customers
- Help customers implement e-procurement strategies and simplify their ordering processes

Solutions

- Joined the Ariba Network to open doors with prospects and current customers
 - Ariba customers and prospects have a specialized point person for discussions, implementation, and ongoing analysis on the Ariba Network
- Provide a wide range of Ariba capabilities, including Ariba PunchOut™, online ordering, Ariba Express Content, e-invoicing, and Ariba Contract Management™ support
- Joined the Ariba Ready™ program to demonstrate e-commerce expertise and gain credibility as an efficient e-procurement company
- Provide e-commerce and PunchOut sites as well as EDI and XML ordering capabilities
- Offer training webinars and personalized “best purchasing practices” audits to help customers better manage their buying process, increase ordering speed and accuracy, enhance corporate compliance, and decrease indirect spend

Results

- Ariba Network participation has helped legitimize Next Day Toner’s commitment to e-procurement, driving new business with prospects as well as current customers
- Diverse e-procurement capabilities enable customers to process orders with higher accuracy and compliance, receive invoices faster, and decrease administration costs for indirect spend
- Electronic orders have increased significantly, with e-commerce site capturing 28 percent and EDI 28.5 percent of overall customer purchases
- Marketing strategies have evolved from cold calling and door-to-door sales to include direct email campaigns, e-blasts, mailings, and online marketing
- PunchOut and e-commerce capabilities allow constant catalog updates, ensuring that customers have access to the latest product and availability information
- Efficient implementation team ensures fast and seamless Ariba, e-commerce, and PunchOut site integrations
 - Personalized, hands-on compliance initiatives help customers drive down indirect spend while increasing user compliance
 - E-commerce and PunchOut sites support customers’ security restrictions, protocols, and cost center/budgeting needs

Profile

Next Day Toner is an emerging leader in the laser printer supply industry. Our commitment to staying ahead of the curve on evolving printer technology includes providing only the highest quality OEM products and Micro Solutions Enterprises (MSE) compatibles on the market today. With over 60 warehouses in the United States, we offer regular next-day delivery to the majority of the country. Our individualized approach meets your printing supply needs in a way that lowers your costs and carbon footprint and increases ordering efficiencies and compliance in your organization—all while making your documents look their best.

Ariba Commerce Cloud Features

- Ariba Network
- Ariba Ready Silver program
- Ariba Express Content program
- Ariba Discovery

“We are excited about the opportunities and growth potential the Ariba channel provides and look forward to developing new relationships that would not otherwise be attainable for us. We see our investment in Ariba as essential to the growth and diversification of our business.”

Jeff Bollman, CEO, Next Day Toner Supplies, Inc.

