



A R I B A®

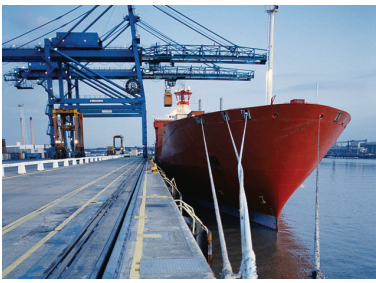
Better Commerce.

“Since our involvement with the Ariba Network, we have found it to be a user-friendly system, with the added benefit of being able to track our invoices as they are being processed, which in turn has resulted in more efficient and faster payments from our customer.”

Andy Pledger  
Managing Director  
Cambridge Glassblowing Limited

## Ariba® Network

Connecting buyers and suppliers for successful business collaboration




### Read how our supplier community is using the Ariba Network to grow their business!

As a valued member of the Ariba® Network, you join a distinguished group of suppliers who enjoy significant success driving the efficiencies they need to get paid faster, lower their costs, increase sales opportunities, and deliver high-level customer support online.

- **Faster payment through an accelerated order-to-cash cycle**
- **Lower cost of servicing customers**
- **Increased sales opportunities with new and existing customers**
- **Higher customer satisfaction**
- **Greater visibility into customer processes**

## Ariba® Network Delivers Extensive Benefits

SUPPLIER	TESTIMONIALS	BENEFITS
 <p><i>Seller of Wireless Accessory Products</i></p>	<p>“We are excited about the increased exposure to new business through our Express Content catalog available to Ariba clients.”</p> <p><b>Mitch Langstein</b> <i>Director of Marketing</i></p>	<p><b>Increased Sales Opportunities</b></p> <ul style="list-style-type: none"> <li>• CAFL customers who switched to Ariba increased their purchases by an average of 32 percent</li> <li>• Customers easily share negotiated price discounts, maximize use of approved vendors, reduce processing expenses, and simplify transactions</li> </ul>
 <p><i>Industrial and Construction Supplies Provider</i></p>	<p>“Ariba Spend Management has received Fastenal’s highest ranking in terms of functionality, adaptation, and supplier on-boarding...A true benchmarked win-win for the customer and the electronically enabled supplier base.”</p> <p><b>Brian K. Fihn</b> <i>E-Business Sales Manager</i></p>	<p><b>Accelerated Order-to-Cash Cycle</b></p> <ul style="list-style-type: none"> <li>• Purchase order number error rate dropped by 83 percent</li> <li>• PO-Flip™ and cXML invoicing reduced days sales outstanding (DSO) from 37 days to an average of 9.5 days</li> <li>• Purchase orders are electronically delivered to any Fastenal store in approximately five minutes and order acknowledgements are automatically delivered in real time</li> <li>• Customer-focused online commerce capabilities give Fastenal instant credibility as a technology-savvy company and support long-term strategies to increase sales while maintaining a decentralized business model</li> </ul>
 <p><i>Electronics Distributor</i></p>	<p>“Our eBusiness strategy and use of the Ariba Network support consistent high-quality service while achieving efficiencies throughout the order-to-invoice process, allowing us to be competitive in 29 countries and across different continents.”</p> <p><b>Jocelyn Lescure</b> <i>Group eBusiness Manager</i></p>	<p><b>Higher Customer Satisfaction</b></p> <ul style="list-style-type: none"> <li>• The Ariba Network gives Lyreco a single platform to meet specific ordering and invoicing requirements for every customer</li> <li>• Customers can measure the benefits of an integrated order-to-invoice process in cost savings and easy invoice reconciliation</li> <li>• Electronic orders minimize manual intervention and increase efficiency, driving more successful invoice reconciliation, lower returns, reduced DSO, and fewer customer service calls</li> <li>• Ariba Network reach and capabilities help Lyreco deliver consistent customer service and grow its customer base while meeting international distribution demands</li> </ul>
 <p><i>Office Supplies Provider</i></p>	<p>“As the economy is forcing companies to cut costs, the savings that come from an eProcurement solution become even more important...MarkMaster is glad to be positioned to help customers meet their cost savings goals.”</p> <p><b>Craig Moore</b> <i>Customer Relations Manager</i></p>	<p><b>Increased Sales Opportunities</b></p> <ul style="list-style-type: none"> <li>• At least 65 percent of new MarkMaster clients are a direct result of Ariba</li> <li>• Online commerce efforts have driven sales growth of 20 percent annually since 2000, despite a mature market</li> <li>• Electronic orders have soared from two percent in 2000 to 95 percent today</li> <li>• Overhead has been reduced in every facet of the business, and transaction expenses and error rates have dropped significantly</li> <li>• Participation in a recent Ariba LIVE™ conference enabled MarkMaster to pick up three new high-profile clients that totaled \$1 million in sales over the next year</li> </ul>
 <p><i>that was easy.™</i></p> <p><i>Office Products and Services Provider</i></p>	<p>“The Ariba Network is a dependable platform that gives Staples flexibility to meet our customer requirements and allows us to continue to make the customer experience easy.”</p> <p><b>Denis Kudriashov</b> <i>Senior Manager, eProcurement</i></p>	<p><b>Lower Cost of Servicing Customers</b></p> <ul style="list-style-type: none"> <li>• With online catalogs, Staples can quickly update content and increase product variety leading to a 10 percent reduction in an annual catalog print run, a decrease of about 200,000 books</li> <li>• Electronic ordering reduced manual intervention and lowered processing costs from \$8 to \$2 per purchase, while reducing errors and time delays</li> <li>• Electronic invoicing has driven down mailing costs, and customer service calls have declined by 40 percent</li> </ul>
<p><i>Small/Medium-Sized Business</i></p> <p><i>Business Cards and Corporate Stationery Provider</i></p>	<p>“Over 50 percent of our daily orders are coming in via the Ariba Network, and new customer growth attributable to our relationship with Ariba accounts for 15 percent of new revenue. It has allowed us the opportunity to better serve existing customers and to gain new business.”</p> <p><i>Director of eCommerce &amp; Business Development</i></p>	<p><b>Faster Payment</b></p> <ul style="list-style-type: none"> <li>• Processed 300+ invoices a day, which increased accuracy, decreased time spent in accounting, and improved DSO</li> <li>• After more than a decade, the Ariba Network continues to provide the company with a strategic advantage in serving existing customers and gaining market share</li> </ul>