ARIBA®

An SAP Company

Ariba Application Management for On Demand Solutions

The Ariba Difference

- Ariba-trained, Ariba-certified team members
- Ariba Solution-experienced resources provide fast, efficient transition
- Direct access to other Ariba organizations including Technical Support Services, Ariba Engineering, and Ariba Commerce Services
- Expertise in both the business processes and the Ariba Cloud solutions
- Immediate access to new releases (i.e. code, training, documentation)
- Global support
- Service Manager access
- Single point of contact to address all issues
- End-to-End Business Commerce Enablement

The Ariba Commerce Cloud continues to provide companies with the ability to affect substantial cost savings through greater visibility into spend, more efficient procurement processes and effective controls in purchasing. These days, business and IT managers are being called upon to be even more aggressive and nimble in the management of these key solutions while continuing to reduce TCO.

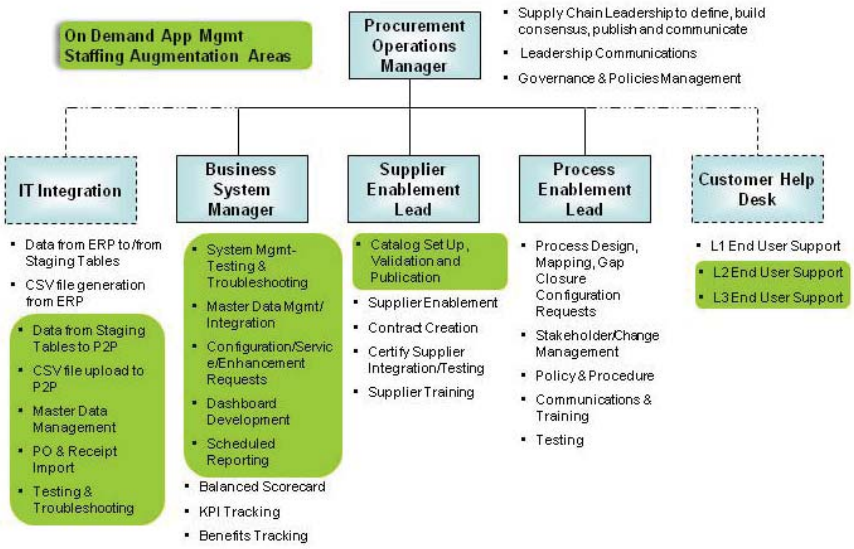
Ariba Application Management Services for On Demand Solutions provide comprehensive solution management allowing business and IT leaders to focus on other areas of their business. Our Application Management organization is a global team comprised of resources from North America, Europe and Asia that have extensive experience with the Ariba Solutions. This allows them to balance the focus on the needs of the customer, while drawing upon their solution expertise.

Whether your needs are short-term or longer-term, we can tailor an Application Management solution that is right for you. Most of our contracts span from one to three years. However, clients that find themselves challenged with other business demands or the need to temporarily reduce staff can sign up for a shorter agreement (from three to six months), if needed. Because we provide experts in both our solutions and their associated business processes, our ramp-up time is minimal and the benefits can be immediate.

What services are included?

Our standard service offering covers application and data management, including:

- Master Data Management
- Assistance with customer specific ongoing enhancements and configurations
- Answers to complex functional and technical configuration questions
- Monitoring of scheduled tasks and data loads
- Support for the Ariba Integration Toolkit
- Assistance in creating and managing dashboard templates and custom analytical reports
- Assistance deploying existing Ariba solutions to new business units and geographies
- Assistance in execution of the Business Commerce Enablement plan to achieve the planned spend management goals and targets



SAP®

About Ariba, Inc.

Ariba, Inc. is the world's business commerce network. Ariba combines industry-leading cloud-based applications with the world's largest web-based trading community to help companies discover and collaborate with a global network of partners. Using the Ariba® Network, businesses of all sizes can connect to their trading partners anywhere, at any time from any application or device to buy, sell and manage their cash more efficiently and effectively than ever before. Companies around the world use the Ariba Network to simplify inter-enterprise commerce and enhance the results that they deliver. Join them at: www.ariba.com

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Benefits

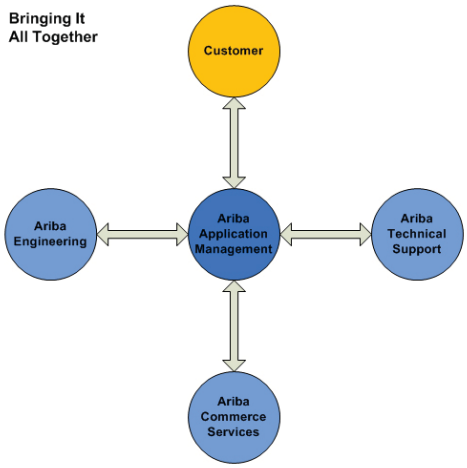
Ariba Expertise / Experience – Customer's can rest assured that their Ariba Solutions are being managed by Ariba-trained professionals that understand the solutions and their use.

Reduced TCO – Shared service approach realizes better economies of scale and seamless global team leverages local and low cost resources.

Coverage – Leveraging resources from multiple time zones provides extended availability of support hours whether your users are across the U.S. or across the globe.

Contract Flexibility – Our short-term agreements allow you to temporarily reduce headcount or refocus your internal business resources on other matters. New customers to Ariba can take advantage of this solution while their internal resources are learning how to best deploy their Ariba solutions. Lengthier contracts (one to three years) provide a stable support environment for the Ariba solutions while customer's long-term business strategies continue to evolve.

Comprehensive Support – Our team members provide a single point of contact for all Ariba support organizations including Technical Support Services, Engineering, and Ariba Commerce Services. They provide end to end business commerce enablement by helping you tactically execute a strategic business commerce enablement plan.



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