

Accenture increases customer time to value with better supplier information management



> THE CHALLENGE

APS wanted to increase the speed and efficiency of supplier enablement initiatives for its growing client base. Existing enablement and supplier information management processes were inconsistent, didn't provide sufficient visibility and control, and took too much time – all of which drove up costs. The lack of a cohesive system to capture best practices and processes prevented APS from measuring and improving its performance and leveraging knowledge gained across clients. The group needed a scalable, technology-agnostic solution that would work effectively across multiple enterprise systems and business units whether enablement initiatives were for ten suppliers or ten thousand.

> THE ARAVO SIM SOLUTION

Aravo supplier information management™ has allowed APS to streamline supplier enablement and management and keep supplier data consistent across ERP, SRM, and many other business applications. Web-based dashboard access to all supplier information facilitates real-time collaboration between APS, its clients, and their suppliers. A single service firm dashboard gives APS exceptional visibility and control across multiple customers. "With Aravo, everyone is working from the same data, and we can easily track the status of any step in the supplier enablement process," says Kevin Jeras, senior executive at APS. Automated workflows and templates enable APS to continually enhance performance and build a knowledge base of best practices.

> ADDING UP THE BENEFITS

By using the Aravo solution, APS has dramatically improved its supplier enablement and management efficiency and increased client time to value. The company can now support dozens of customers with only a few staff members, and first catalog submission error rates have dropped from 85 percent to less than 5 percent. "Aravo gives APS a significant strategic advantage and allows us to deliver a more complete solution for our clients," says Jeras.

IMPROVEMENT METRICS

First submission catalog error rate:

85% before Aravo

Less than 5% after Aravo

5-10 staff members required to manage only:

20% of suppliers for 1 client before Aravo

1 staff member can manage:

100% of suppliers for 5-10 clients

CUSTOMER PROFILE

accenture

Accenture

Accenture Procurement Solutions (APS), a division of Accenture, is a business process outsourcing (BPO) provider offering global sourcing-to-settlement services to corporate and government entities. APS is one of the world's leading service firms for enabling supplier and catalog information into the SAP, SRM, Ariba Buyer, and Oracle iProcurement platforms to help customers improve procurement performance and drive bottom-line savings.

"Prior to using Aravo, one person could enable only seven or eight suppliers per month. With Aravo, that same team member can now enable seventy to eighty suppliers per month – more than a tenfold increase in efficiency."

Kevin Jeras
Senior Executive,
Accenture Procurement Solutions