



## Comprehensive Services Procurement

*Dan Ashton Sr. Solutions Marketing Manager  
December 2, 2010*

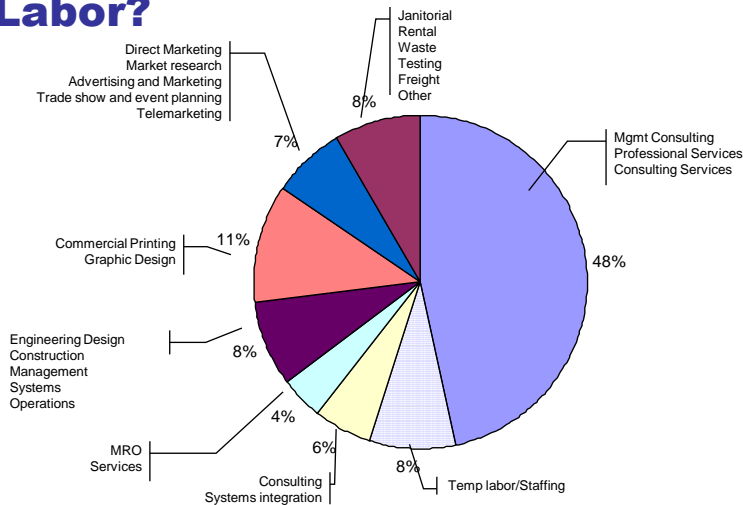
©2010 Ariba, Inc. All rights reserved.

## Agenda

- Beyond Contingent Labor
- Basic Criteria
- What if you could do more?
- What would it look like?
- Success in Action



## Why Care Beyond Contingent Labor?



Source: First Research Industry Profiles



## Basic Criteria for a Solution

- Expand Spend Visibility beyond temp labor
- Enforce Compliance - reduce costs, improve efficiencies and mitigate risk
  - ◆ Process – Use the approved process
  - ◆ Pricing – Get the right price
  - ◆ Suppliers – Buy from the preferred supplier
- SaaS
  - ◆ Quick Time to Value
  - ◆ Flexibility/Lower TCO
- Connect to a large commerce network of current suppliers and prospective suppliers
  - ◆ Unify, Transact and Collaborate
- Rapid deployment and best practices to accelerate results and maximize adoption



## What if you could...?

- Increase spend managed by managing any type of service
- Manage both goods AND Services in one user-friendly interface to control more spend and maximize adoption
- Control total commerce – from source to settle – in a single integrated system



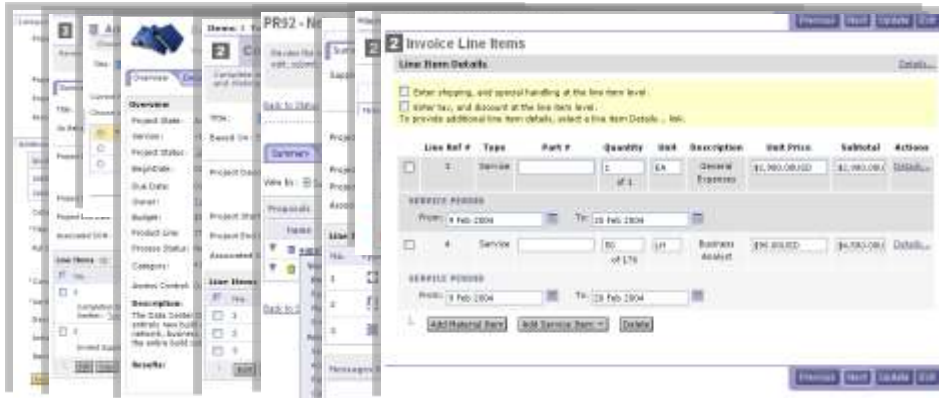
## Hourly Labor

The screenshot displays the Ariba system interface for managing hourly labor. It is divided into several panes:

- Contractor Candidate Details:** Shows fields for Name (Paul Thoms), Contractor ID (124), Supplier Contractor ID (124), Start Date (Nov 8, 2004), End Date (Nov 27, 2004), Hours Per Week (40), Quantity (120), Bill Rate (\$17.4), and Amount (\$2,088.00).
- Approval Flow:** A tree view showing the approval process from Staffing R.I.A. through various roles like Staffing Administrator, HR Staffing, and HR Services Coordinator.
- Time Sheet Entry:** A table for recording hours. The table has columns for Start Date and Time, End Date, and Time Code. A row shows a time entry for 11:45 AM to 12:45 PM on 11/22/04, with a 'Program' dropdown set to 'Program' and a value of '1'.

- ▶ Requisition Templates Specific for Labor: begin/end date, skill sets, rate ceilings
- ▶ Supplier Response: supplier invitation, candidate submission, contract compliance
- ▶ Candidate Review: supplier comparisons, rate negotiations, resume review, skill set comparison, messaging/scheduling
- ▶ Time Tracking: time submission and approval, regular/OT/DT rate calculation, invoice creation and reconciliation, contract compliance (timesheets are available with 10s1)

## Project Based (Consulting/Marketing Services)



- ▶ Requisition Templates for Project Consulting: Scope, Dates, Project Management
- ▶ Supplier Response: supplier invitation, proposal generation, contract compliance
- ▶ Proposal Review: supplier comparisons, rate negotiations, SOW review, Scope negotiations, messaging/scheduling, proposal revisioning/tracking
- ▶ Tracking and Invoicing: milestone/time/fee receiving, invoice reconciliation, Project Budget Management and Tracking

7 © 2010 Ariba, Inc. All rights reserved.

## Print Services



- ▶ Item-Specific Requisitioning: item specific attributes selection, unit price formulas and contract compliance for stock items, open bidding for custom items
- ▶ Supplier Response: supplier invitation, item compliance, contract compliance
- ▶ Proposal Review: proposal comparison, negotiation and selection
- ▶ Receipt and Invoice: QTY receipt and verification, invoice reconciliation

8 © 2010 Ariba, Inc. All rights reserved.

# Legal Services

**4 Items found in: Professional Services > Legal Services**

**Employment/Workplace Safety**  
 Supplier: Unspecified  
 Supplier Part #: SC200-LG002 - 5001  
 ETA (Days): 0

**Workers Compensation**  
 Supplier: Unspecified  
 Supplier Part #: SC211-LG004 - 5001  
 ETA (Days): 0

**Insurance**  
 Supplier: Unspecified  
 Supplier Part #: SC211-LG003 - 5001  
 ETA (Days): 0

**Corporate/Commercial and Property**  
 Supplier: Unspecified  
 Supplier Part #: SC206-LG001 - 5001  
 ETA (Days): 0

**Inspection Details**

Inspected Description: Power infringement on the eye pod  
 Inspected Date: 1/10/2015  
 Inspected Location: Research brief on potential litigation  
 Project Name: 200801 Project Lead: 1/10/2015  
 Name and Address: 10001 1001 100000  
 Phone Number: 100000 1000000  
 Date Submitted: 100000 1000000

**Low Score Details**

Hours for Work:  **Make sure to set.**  
 Duration:   
 Duration Contribution:   
 Start Date:  **Make sure to set.**  
 End Date:  **Make sure to set.**

**Compliance Criteria**

Project Description:   
 Compliance Criteria:

**Compliance Evaluation Criteria**

Compliance Criteria 1:  **Make sure to set.**  
 Compliance Criteria 2:  **Make sure to set.**  
 Compliance Criteria 3:  **Make sure to set.**  
 Compliance Criteria 4:  **Make sure to set.**  
 Compliance Criteria 5:  **Make sure to set.**  
 Compliance Criteria 6:  **Make sure to set.**  
 Compliance Criteria 7:  **Make sure to set.**  
 Compliance Criteria 8:  **Make sure to set.**  
 Compliance Criteria 9:  **Make sure to set.**  
 Compliance Criteria 10:  **Make sure to set.**  
 Compliance Criteria 11:  **Make sure to set.**  
 Compliance Criteria 12:  **Make sure to set.**  
 Compliance Criteria 13:  **Make sure to set.**  
 Compliance Criteria 14:  **Make sure to set.**  
 Compliance Criteria 15:  **Make sure to set.**  
 Compliance Criteria 16:  **Make sure to set.**  
 Compliance Criteria 17:  **Make sure to set.**  
 Compliance Criteria 18:  **Make sure to set.**  
 Compliance Criteria 19:  **Make sure to set.**  
 Compliance Criteria 20:  **Make sure to set.**

**Compliance Evaluation Criteria**

Compliance Evaluation Criteria 1:  **Make sure to set.**  
 Compliance Evaluation Criteria 2:  **Make sure to set.**  
 Compliance Evaluation Criteria 3:  **Make sure to set.**  
 Compliance Evaluation Criteria 4:  **Make sure to set.**  
 Compliance Evaluation Criteria 5:  **Make sure to set.**  
 Compliance Evaluation Criteria 6:  **Make sure to set.**  
 Compliance Evaluation Criteria 7:  **Make sure to set.**  
 Compliance Evaluation Criteria 8:  **Make sure to set.**  
 Compliance Evaluation Criteria 9:  **Make sure to set.**  
 Compliance Evaluation Criteria 10:  **Make sure to set.**  
 Compliance Evaluation Criteria 11:  **Make sure to set.**  
 Compliance Evaluation Criteria 12:  **Make sure to set.**  
 Compliance Evaluation Criteria 13:  **Make sure to set.**  
 Compliance Evaluation Criteria 14:  **Make sure to set.**  
 Compliance Evaluation Criteria 15:  **Make sure to set.**  
 Compliance Evaluation Criteria 16:  **Make sure to set.**  
 Compliance Evaluation Criteria 17:  **Make sure to set.**  
 Compliance Evaluation Criteria 18:  **Make sure to set.**  
 Compliance Evaluation Criteria 19:  **Make sure to set.**  
 Compliance Evaluation Criteria 20:  **Make sure to set.**

# Facilities

**Facilities**

Project Name: 100000 1000000

Project Description: Complete building at 1000 RT Building 100

Expected Completion: 1000 1000000

Project Start Date: 10/10/2015 Project End Date: 10/10/2015

Name and Address: 100000 1000000 Project Lead: 100000 1000000

Project Cost: 100000 1000000

**Low Price**

Project Name: 100000 1000000

Project Description: 100000 1000000

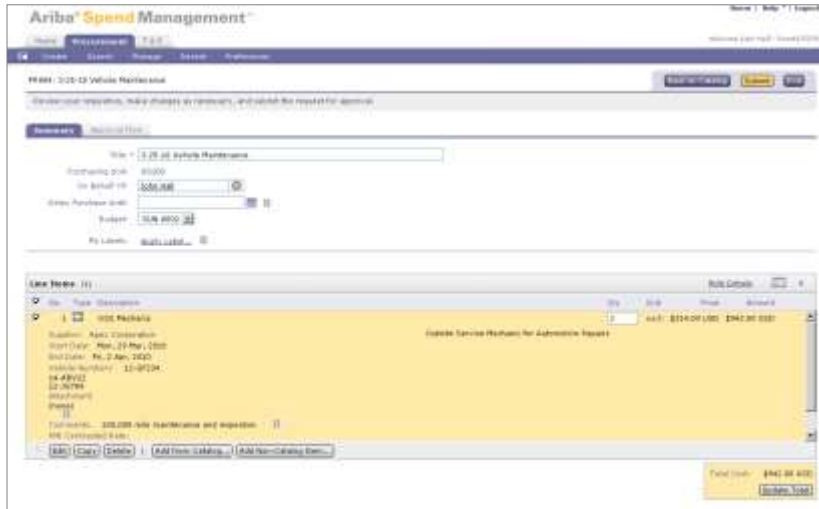
Project Start Date: 10/10/2015 Project End Date: 10/10/2015

Name and Address: 100000 1000000 Project Lead: 100000 1000000

Project Cost: 100000 1000000



# Vehicle Maintenance



# Market Research



# Enforced Compliance Plus Lower Prices through Collaboration

Challenges	Solutions	Results
<ul style="list-style-type: none"> <li>Contracts for Printing Services have many options (number of pages, simple/medium/complex, offshore/onshore, number of colors, etc.) making it difficult for buyers to determine the costs of various options</li> <li>Previous Excel spreadsheets – difficult and cumbersome to maintain</li> <li>Wanted one common casual user-friendly platform for all purchases - each category was a different method of buying</li> <li>Controlling freelancer spend</li> </ul>	<ul style="list-style-type: none"> <li>Deployed procurement technology to enforce compliance on one user-friendly platform for goods and services</li> <li>Purchasing pre-publication/creative services, consulting, market research and temp labor, all with supplier collaboration</li> <li>Consulting sub-categories                             <ul style="list-style-type: none"> <li>Brand identity, Sales and Marketing, Training and Education, IT, IT Outsourcing, HR, Finance, Business and Management, Public Relations</li> </ul> </li> <li>Developed change management approaches to guide implementation and train employees</li> </ul>	<ul style="list-style-type: none"> <li>Process compliance: All pre-press and production procurement is purchased the same as other procurement</li> <li>McGraw-Hill enforces price compliance during the requisitioning process</li> <li>McGraw-Hill enforces supplier compliance during the requisitioning process</li> <li>Collaboration on requisitions has resulted in further cost reductions on negotiated rate cards</li> </ul>


**Company**  
McGraw-Hill

**Profile**  
Information services and products to the education, financial services, and business information markets worldwide

**“We feel the system is beneficial from the upfront control process. We also think the system is very easy to use. It’s intuitive and our users have been able to adopt it quickly.”**  
Bob Fair, Director of Global Procurement Operations, McGraw-Hill


**“One of the key factors of using Services Procurement is the collaboration feature. To be able to submit a requisition to several suppliers and really have sort of a mini RFP process, to really get best price for the services you’re procuring.”** Amina Anderson, P2P Manager, McGraw-Hill

13 ©2010 Ariba, Inc. All rights reserved.



# Increased Spend Control – Goods and Any Service

	Goods	Temp Labor	Marketing	Print	Consulting	Other
McGraw Hill	x	x	Mkt Research, Brand identity, Sales and Marketing,	x	Training and Education, IT, IT Outsourcing, HR, Finance, Business and Management, Public Relations	Creative Services
WellPoint	x	x	Mkt Research	x	x	
Target	x	x		x		
Railcorp	x	x		x		Legal
Int'l Transportation Company	x	x				Vehicle Maint. and Facilities
EMEA Bank	x			x		Call Center
Major Bank	x	x	Direct Mail			
Top 10 Pharma	x	x	Promo Merchandise			



## An application for every category or a holistic procurement vision?

