Driving Compliance and Business Growth through Collaborative E-Commerce

Challenges

- Sought to implement a market-leading, cost-effective approach to e-commerce that would add value for customers while meeting their diverse technical and geographical requirements
- Wanted to increase contract and channel compliance so both RS Components and its customers could maximize their e-commerce ROI
- Needed resources and tools that would help position the company as a highly competitive, trusted business partner rather than just another seller

Solutions

- Launched its first fully transactional website in 1998 and became an early adopter of multiple e-commerce technologies
- Leverages best practices and third-party networks, including the Ariba® Network, to ensure successful buyer implementations that drive compliance
- Uses the Ariba Network as part of a global hub for customer integration and transaction support, including support for automated processes that increase contract, order, and payment compliance
- Provides PunchOut catalogs, local content, e-procurement, and e-invoicing capabilities through the Ariba Network and other online resources to optimize efficiency, reduce transaction costs, and eliminate errors

Results

- Now transacts over 50 percent of its business electronically, selling more than £500 million annually on its website alone and receiving an online customer order every 10 seconds
- Has experienced continuous growth in its level of e-business despite a difficult economy
- Can quickly meet the technical integration requirements of any customer who wants to transact electronically through the Ariba Network, a particularly user-friendly and cost-effective component of the company's e-business solution set
- Both order processing and catalog distribution costs have dropped by 30 percent
- Has established more user contacts in buying organizations and secured "trusted partner" status with a greater percentage of customers through close collaboration on more than 2,000 e-commerce integrations worldwide

Company
RS Components

Profile
Electrocomponents plc is the world's leading high-service distributor of electronics and maintenance and trades under the brands of RS Components and Allied Electronics.

Ariba Solutions
- Ariba Network
- Ariba PunchOut ™

"There's great synergy between Ariba and RS Components because we both have a global footprint. In particular, the Ariba Network has expanded our opportunities to work with large customers who are increasingly trading in multiple geographies."
Cliff Ratcliff, e-Applications Manager, RS Components

© 2015 SAP SE or an SAP affiliate company. All rights reserved.

SAP Ariba