

E-PROCUREMENT CONSULTING**THE CHALLENGE**

The Client is the North American arm of a \$40 billion European Automaker based in Germany. In early 2001 the parent announced the release of the Ariba B2B e-commerce platform in its German facilities. Upon its release over 6,000 employees had access to the application and began using the system in their procurement process. This represented just one of many initiatives to move from an administrative procurement system to a strategic sourcing and supply management system.



The Ariba electronic catalog was introduced to the North American plant as part of a world-wide implementation; however, it was not readily adopted by the US-based employees. Senior Management recognized the need to understand why the system was not readily adopted and charged the e-procurement leadership team with determining the reasons for low usage and developing a strategy to alleviate the usage barriers that prevent the optimal volume of orders to flow through the system. The e-procurement leadership approached this initiative in three phases:

- Identify and analyze the reason for low usage
- Develop an action plan to address issues and increase usage
- Execute the action plan.

THE SOLUTION

The e-procurement leadership team realized that in order to successfully complete the strategic initiative they needed additional expertise in the areas of planning, managing, and business analysis. TiBA Solutions was engaged to provide expertise in these areas. The companies put together a highly motivated, focused team to drive the initiative. TiBA Solutions performed an employee satisfaction and usage study and developed Action Plans to address the issues uncovered during the study.

The team researched many identified areas that could have needed improvement such as:

- Communication
- Training
- System Functionality
- Products
- Suppliers
- Business Processes
- System Support
- Documentation

TiBA Solutions developed individual action plans for each identified area of improvement. TiBA's staff worked with the client to develop executive level documentation and a presentation in order to obtain executive support for the project. During the execution phase TiBA Solutions provided mentoring to ensure smooth, efficient and effective improvement plan implementation.

Additionally, TiBA created procedures and documentation for the Supplier Enablement process that configures and tests new suppliers in the Ariba system. As the sole interface for these integral suppliers, TiBA is able to continue its work to ensure the success of the system.

THE BUSINESS VALUE

The Action Plan leveraged Workshop and Survey feedback to accomplish major usability improvements and maximize system usage. The broad-based plan addressed communications and training, business and process improvements, and requested application enhancements. Significant improvements have been made in all of these areas. The improvements have led to a gradual but growing increase in the usage of the e-commerce system ...and with increased usage comes the volume of transactions required to maximize the systems capabilities to save time, money and increase purchasing efficiency

TiBA Solutions brought value to the client's e-procurement initiative by:

- Providing energetic, experienced professionals who were able to align and execute with expediency.
- Creating a partnership to mitigate and share project risks.
- Utilizing a disciplined methodology for extracting and documenting business information.
- Providing Project Management Best Practices to ensure the plans were executed within budget and on schedule.
- Bringing manufacturing experience and a comprehensive manufacturing knowledge base.
- Providing software implementation experience and know-how.
- Providing software design skills for a new e-procurement web site.
- Bringing a thorough understanding of e-procurement