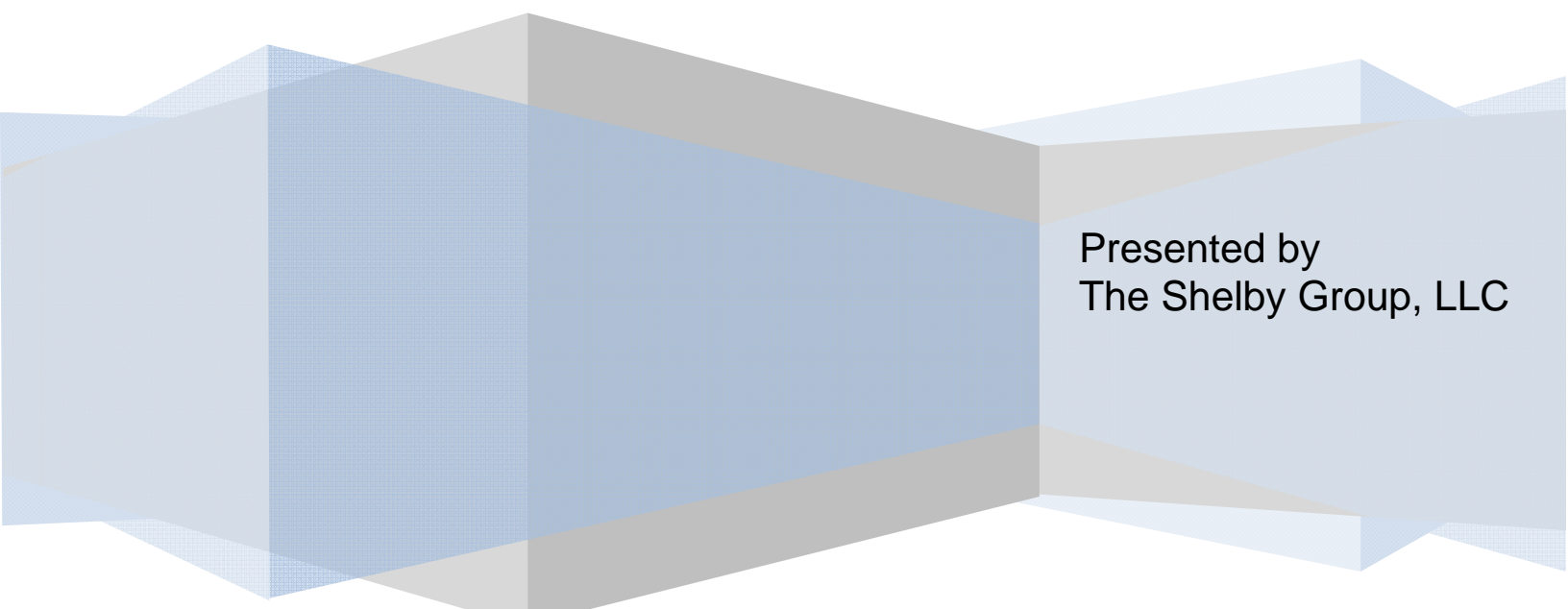


The **Shelby** GROUP, LLC

CLIENT Ariba Upgrade Assessment & SaaS Evaluation



Presented by
The Shelby Group, LLC

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7 ARIBA 9R1 FUNCTIONALITY ENHANCEMENTS

7.1 ENHANCED FEATURES OF ARIBA 9R1

Purpose: The purpose of the table below is to highlight key areas of improvement in Ariba's 9r1 version as compared to v8.2.2 and the resulting impact to CLIENT users.

| Feature | Description | CLIENT Impact |
|--|--|---|
| Easy-to-use and Configurable Dashboard-style Home Page | Users can customize and configure their home page to best display the information that is critical to their roles. | User adoption – Users are used to the Swoosh screen as a home page. Change management will be required to demonstrate the benefits of the dashboard style home page. Impact: Low |
| Enhanced UI | <p>Three-click Requisitioning Process: Users can now identify, compare and select products more effectively, moving from search through requisition in just three clicks.</p> <p>Unified look and feel across Ariba applications, persistent navigation bar</p> | User adoption – Currently in 8.22, the requisitioning process is Add Title, Add Items then checkout. 9r1 will have users search for items first, add additional information through a summary page and submit. This process is similar to what users are used to doing. Impact: Low |
| Improved Catalog Search and Usability | <p>The following search improvements are now available:</p> <ul style="list-style-type: none"> • Product comparison • Public favorites • Keyword extraction • Thumbnail view of search results • Fuzzy search • Kitting enhancements • Users are provided an option to have custom/latest pricing applied to the requisition whenever there is a change in the price of a catalog item. | CLIENT users use the catalog search function in a limited fashion today. Most high utilization catalogs are punchouts where the searching is completed on the supplier's website. Impact: Low |
| Negative Receiving | Users can now create negative receipts to correct errors in receipt amounts or quantities (this is NOT rejecting a receipt). | Users receive orders in Ariba. Currently, once items are received, the amounts cannot be lowered. This functionality will assist with getting items correctly received and reduce invoice exceptions. Impact: Low |
| Improved Configurability and Administration | <p>Administrators can more easily configure and manage Ariba solutions with capabilities such as:</p> <ul style="list-style-type: none"> • Safe customization – New workspace for making customizations to the UI. • CSV Files: Many updates to fields in CSV files for loading both master data and Ariba Buyer-specific data. Consult the new data dictionary to make applicable changes. • Supplier management | <ul style="list-style-type: none"> • Ariba developers can modify the UI through an online user interface making customizations easier to maintain. Impact: High • During the upgrade, CSV files will need to be updated to new object model increasing upgrade timeline. Impact: Low • Currently Suppliers are managed through the CSV files in v8.22. In 9r1, the same CSV files will continue to be used for regular maintenance. The new Supplier Management Admin UI can be used |

8 FINDINGS / BEST PRACTICE BUSINESS PROCESS

8.1 CLIENT PROCESS OBSERVATIONS AND POSSIBLE ACTIONS/BEST PRACTICE

The chart below lists observations of business processes gathered through interviews and meetings with Ariba Procurement Subject Matter Experts. Along with the observations, a brief description is included noting a possible action we feel would lead to best practice improvements.

| Category | Observations | Possible Action/Best Practices |
|--------------------|---|---|
| Content Management | More than 45K vendors increases maverick spend | Best practices indicate that spend should be driven towards identified strategic vendors in each commodity to increase spend for those vendors and negotiate larger discounts/savings. |
| Content Management | Vendor data is maintained manually in Ariba | Evaluate Best Practice options for leveraging a self-service vendor portal where suppliers can register and update their own data as required. Typical options to be evaluated include extending internal portal software, adopting a 3 rd party specialty software, or leveraging additional functionality from the Ariba SN. The portal should be interfaced to your vendor masters and the true best practice approach is to have one system (portal) to maintain all aspects of the Vendor Master Data and then push the vendor data to the various necessary systems (ERP, Ariba, etc.) |
| Process Change | Blanket/Release Orders used in a limited manner in the Repair & Maintenance area. | Fully utilize Blanket/Release Orders to improve processing for certain spend areas such as variable service requirements, services which require regular but different payment amounts or where receipts may not be required. |
| eForms | Universal PO eForm overlaps with delivered Ariba functionality | Remove Universal PO eForm. Implement Ariba delivered Non-Catalog functionality. Items can be entered in detail or summary. Description, Commodity Code and Price are the only required fields. Approval rules can be used to route to Buyers for Supplier information. Files can be attached to the Non-Catalog item. Force itemization of items to promote closed loop procurement process. |
| eForms | Check Request eForm overlaps with delivered Ariba functionality | Remove Check Request eForm. Implement Non-PO Invoice eForm as delivered with required approval rules. |
| eForms | Upload Invoice eForm overlaps with delivered Ariba functionality | The Ariba Supplier Network can be programmed to accept Invoice CSV files from suppliers in the required format. Plan to explore the implementation of this functionality in more detail during the 9r1 Upgrade. |
| eForms | Consulting Service Request eForm is used when Ariba Category Procurement can be used to request services. | Implementing Ariba Services Procurement including supplier collaboration through a supplier portal will result in significant savings and an efficient closed loop process. |

9 CUSTOMIZATION ANALYSIS / DEPRECATION

9.1 HIGH LEVEL SUMMARY

This section of our assessment will assist with the Client customization analysis and code standardization plan. In all technical implementations there are areas where the code can be optimized due to a variety of issues. Typically code optimizations and code re-writes are necessary because of a lack of sufficient time during the initial implementation, lack of experience in certain areas and multiple developers using different standards and techniques developing on the system over time. These underlying causes are in no way outside of the norm, however once the system being implemented reaches critical mass, it is often necessary to take a health check of the system and re-work certain areas. This section is designed to assist Client in understanding those areas.

9.2 COMPARISON OF CUSTOMIZATIONS – v8.2.2 -> 9r1 & DEPRECATION RECOMMENDATION

The purpose of the table below is to compare CLIENT 8.2.2 customizations to 9r1 OOTB functionality and identify 8.2.2 customizations those can be deprecated. The customizations developed at CLIENT are customer specific and there is no one-to-one mapping functionality available in 9r1. The following identified customizations can be deprecated in 9r1 with minor customizations.

| CLIENT 8.2.2 customization | Buyer 9r1 functionality | Recommendations |
|-------------------------------|--|--|
| Delete Invoices eform | Cancel Invoices feature | Ariba introduced cancel Invoices feature in 9r1. CLIENT customization Delete Invoice eform can be deprecated with minor customizations to 9r1 cancel Invoice feature. |
| RM catalog Upload eform | Buyer standard catalog import | The eform can be deprecated with minor customizations of standard catalog import feature. |
| CLIENT Employment Requisition | Processing new hires and processing offer letter request | Ariba created 2 new eforms, Processing new hires and processing offer letter request in 9r1. CLIENT employment requisition can be deprecated with minor customizations to 9r1 eforms. |
| Invoice eform | Invoice entry through the user interface | Ariba replaced Invoice eform with invoice entry user interface. Purchase order (PO)- based, non-PO, and contract-based invoices can be created using invoice entry user interface. |
| Employee Change Form | Not available | Employee change eform is high volume eform which will increase Ariba database size significantly over the period of time and will create performance degradation. If there is an option, the eform can be deprecated by implementing comparable functionality within a standard HR portal. |
| ConsultingServices Eform | Ariba category procurement | ACP module can be implemented to replace ConsultingServices Eform. ACP is recommended best practices to procure complex categories |