

Softcat

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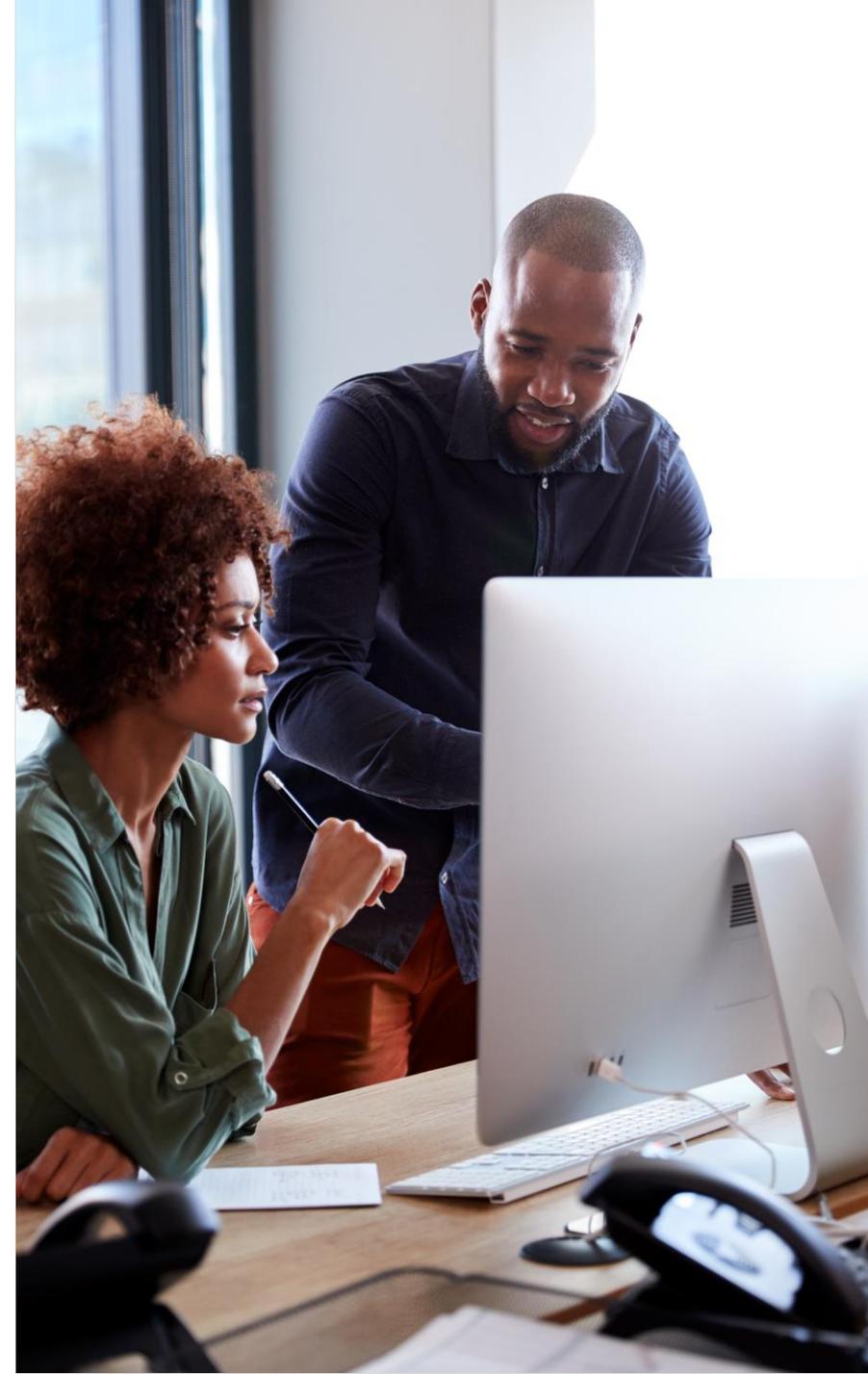
# Softcat: Using an Integrated Intelligent Business Network to Attract New Business

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Softcat works across the public and private sector delivering exceptional IT solutions and outstanding customer service to organizations. For over 25 years, their goal has been to be the leading IT infrastructure product and services provider and for 14 consecutive years have delivered organic gross invoiced income and operating profit growth. In the highly competitive IT Reseller Industry, Softcat needed to be more intelligent than just providing the best prices to their customers. In the past decade, Softcat turned to SAP® Ariba® solutions and Ariba Network to provide their clients with a common, world-wide accepted integration methodology and protocol.



THE BEST RUN



## Softcat – Delivering **best in class** customer service Ariba Network

### Using Ariba Network, Softcat was able to:

- Transact with over 35 customers on a single e-commerce platform
- Led to 96% customer satisfaction rating
- Won business due to ubiquity and popularity of SAP Ariba Solutions and Ariba Network
- Centralize orders, automate document handling processes, and create efficiencies by integrating their ERP system with Ariba Network
- Standardize processes to allocate resources in other parts of the business
- Gain exposure to potential customer wins via SAP Ariba Discovery
- Reduce the risk of errors associated with manual data entry

“SAP Ariba helps us **continue to grow our online business** and still drive down internal administration and resource costs.

- Steve Reeves, eBusiness Specialist, Softcat PLC

SAP Ariba 



**Customer Name**  
Softcat, PLC  
Marlow,  
Buckinghamshire  
[www.Softcat.com](http://www.Softcat.com)

**Industry**  
Information  
Technology

**Products and Services**  
Delivering exceptional IT  
solutions across the  
public and private sector

**Employees**  
1,400

**Revenue**  
£1.4B

**Featured Solutions and Services**  
SAP Ariba Commerce Automation  
& Integration, SAP Ariba  
Discovery, and Ariba Network

THE BEST RUN 

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