Woolworths

How Can a Single, Integrated Cloud Platform Simplify Buying Decisions and Create Strategic Value?

Putting more than 29 million customers first every week from its 3,000 physical stores and online

On a mission to deliver the best in convenience, value, and quality, Woolworths Group Limited operates a diverse group of retail businesses, some of which are among Australia's most recognized and trusted brands. On a multiyear journey to digitalize its operations, Woolworths sought to modernize its procurement business. The organization wanted to establish a strong foundation to simplify nontrade purchasing transactions. To get there, Woolworths needed an end-to-end procurement solution to help it deliver strategic value and ensure the buying process is compliant with procurement policies to minimize risk.

SAP Ariba

THE BEST RUN SAP

Making the Buying Experience Easier and More Satisfying for Stakeholders with SAP® Ariba® Solutions

Woolworths

Before: Challenges and Opportunities
- Transform procurement operations to improve strategic capability and efficiency
- Orient procurement operations to stakeholders and significantly improve the user experience in line with its culture as a customer-first, team-first organization
- Eliminate inefficient processes and align purchasing decisions with procurement policies to minimize risk

Why SAP
- Part of a wider digital transformation using multiple SAP® solutions
- One centralized platform to manage procurement activity and standardize nontrade purchasing processes using SAP Ariba® solutions
- Future-focused cloud platform and ease of integration with other SAP solutions

After: Value-Driven Results
- Streamlined and standardized procurement processes, enhancing the user experience for stakeholders
- Realized efficiencies through automation, digitalization, and integration
- Deployed an intuitive guided buying capability to 1,050 stores across Australia, freeing team members to focus on contributing to a better experience for customers
- Improved payment terms for small suppliers, helping the organization support smaller supplier partners during the time of COVID-19

"Partnering with SAP on our transformation journey, we're **making procurement simpler for stores** with the rollout of SAP Ariba solutions as our single platform for the procurement of all nontrade goods."

Phillip McDonald, GM, Group Procurement, Woolworths Group Limited

83.6%
Of nontrade purchasing transactions made against a catalog or contract

>4,000
Active users of SAP Ariba solutions supported

SAP Ariba

Woolworths Group Limited	Industry	Products and Services	Employees	Revenue	Featured Solutions
Bella Vista, Australia	Retail	Operation of general merchandise consumer stores and supermarkets	215,000	A$63 billion (US$45 billion)	SAP Ariba solutions
www.woolworths.com.au					

THE BEST RUN **SAP**

Woolworths

Elevating the End-User Experience to Heighten Procurement Efficiency and Capability

Using SAP® Ariba® solutions to manage A$6 billion in spend, Woolworths Group Limited is paying its suppliers on time, increasing suppliers' confidence in Woolworths as a business partner, and helping the organization negotiate better deals. Even a significant majority of its small supplier partner invoices are being paid on time despite their varying levels of technology maturity. Given the impact of COVID-19 on small businesses, it has been particularly important for the organization to ensure small supplier partners are paid promptly.

In line with its customer-first, team-first mantra, the rollout of a guided buying capability across 1,100 stores in Australia is empowering team members to quickly and easily buy goods and services from preferred suppliers with minimal support from procurement teams. Within one month of the rollout, Woolworths achieved ordering channel compliance in excess of 90% and is on its way to reaching full compliance.

With a customer engagement executive helping Woolworths make the right deployment decisions and product management providing strategic guidance through design thinking sessions, the company is now focusing on deploying the SAP Ariba Supplier Lifecycle and Performance solution across the group.

"Thanks to its **intuitive, user-friendly interface**, we successfully rolled out a guided buying capability to 1,050 stores across Australia, providing only a simple one-page user guide as support. As further testament to its ease of use, we have a large number of suppliers transacting with us over Ariba Network."

Phil McDonald, GM, Group Procurement, Woolworths Group Limited

99.7%
Of nontrade suppliers paid on time

97.3%
Of small supplier invoices settled on time

SAP Ariba

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Featured Solutions and Services

To digitalize procurement processes and **realize strong user adoption**, Woolworths Group Limited rolled out a suite of SAP® Ariba® solutions, including:

- Ariba Network
- SAP Ariba Buying and Invoicing
- SAP Ariba Contracts
- SAP Ariba Invoice Management
- SAP Ariba Sourcing

SAP Ariba

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