



# 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.



THE BEST RUN



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



## 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



Woolworths Group Limited  
Bella Vista, Australia  
[www.woolworths.com.au](http://www.woolworths.com.au)

Industry  
Retail

Products and Services  
Operation of general merchandise consumer stores and supermarkets

Employees  
215,000

Revenue  
A\$63 billion  
(US\$45 billion)

Featured Solutions  
SAP Ariba solutions

THE BEST RUN



## 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



## 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



Follow us



[www.sap.com/contactsap](http://www.sap.com/contactsap)

Studio SAP | 71801enUS (21/04)

© 2021 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See [www.sap.com/copyright](http://www.sap.com/copyright) for additional trademark information and notices.