SAP® Ariba® Best Practices Center
Contract Management Services

Benefits

More than a help desk, the SAP® Ariba® Best Practices Center service provides the following benefits:

• Flexible, as-needed support tailored to your specific needs and projects

• Single, named point of contact who understands your unique situation

• Access to a world-leading commerce process and solution expertise and experience

• Proven processes and best practices for nearly all SAP Ariba solutions

• Faster ROI from software initiatives

The SAP® Ariba® Best Practices Center service provides business commerce professionals with access to our process expertise to help ensure greater adoption and sustainable results from your SAP Ariba solutions. SAP Ariba Best Practices Center team members leverage their knowledge of best practices within each solution area to provide strategic advice, allowing you to make the most effective use of all features of your SAP Ariba solutions.

The primary focus of SAP Ariba Best Practices Center is the use of methodologies that advance the implementation and adoption of SAP Ariba solutions, while enabling you to build internal skills and capabilities. With SAP Ariba Best Practices Center, you have access to solutions experts who have business backgrounds and can offer strategic guidance. Our remote support model is designed to be flexible so you can get the support you need, when you need it. Tap into the expertise of our experienced consultants to help you to get the most out of SAP Ariba solutions.

Contract Management Services

SAP Ariba Best Practices Center contract management services include:
• Support for coaching and best practice sessions highlighting configuration, adoption, usage, and reporting using demonstrations
• Support and guidance on bridging multiple SAP Ariba solutions
• Support for reviews of new feature and functionality releases that might be relevant to an organization's specific initiatives in order to maximize the value of its SAP Ariba solutions

Use SAP Ariba Best Practices Center to receive strategic guidance on your own schedule. Augment your internal resources by using the expertise of the SAP Ariba Best Practices Center team when you need it. You will have the flexibility to use the service's expert coaching in as little as 30-minute increments, giving you the right amount of support when you need it, and the ability to use the support over time.

Examples of Contract Management Services
• Contract management template support can give participants a deep understanding of how to build and manage customized contract templates within the SAP Ariba Contracts solution. Participants will learn to use contract templates to help drive process standardization and efficiency.
• Contract management clause library support can help participants create an applicable structure for their clause library and understand how to add clauses to the clause library, how to manage these clauses, and how to manage the prepackaged reports related to the clause library.

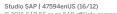## Results from Contracts Customers

The following are examples of successes achieved by some of our SAP Ariba Best Practices Center customers:

- A large office products retailer was struggling with all phases of managing its contracts, from negotiating and reviewing documents to reporting to electronic signatures. It used SAP Ariba Best Practices Center support to collaboratively design a retraining and coaching program to develop the skills of its project leads. Additionally, the retailer worked with SAP Ariba Best Practices Center to create new meaningful reports to measure workloads and contract statuses.

- A large health care provider was having trouble efficiently producing and managing its numerous +100-page contracts and was not using the contracts pro functionality to its fullest. Using SAP Ariba Best Practices Center support, the provider learned how to reformat and configure the documents, map document properties, and populate the clause library with alternate clauses. A template was created with the conditions that would populate the correct choice of alternative clauses. The end result was a better-quality product that was produced more quickly and allowed the contract manager to be sure that negotiations were starting with the most current version of the document.

- A supplier of drilling rigs for the oil industry used SAP Ariba Best Practices Center support to learn how to configure its enumerations and flex master data files, as well as make changes to assembled documents when new country of incorporation requirements needed to be implemented. SAP Ariba Best Practices Center provided much-needed individual coaching, giving the customer's administrator confidence and a sense of independence. Overall improvements since working with SAP Ariba Best Practices Center included increased adoption and usage, shorter contract cycle times, and better tracking and reporting of changes in contract value as renegotiations took place.

Ready to Get Started?

To learn more, visit www.ariba.com/Services or contact your account executive or SAP Ariba solutions account lead.

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