

LEADING FERRO ALLOYS MANUFACTURER OPTIMIZES PROCUREMENT PROCESSES AND IMPROVES SUPPLIER INTERACTIONS WITH AHANA'S SAP Ariba SUPPORT



In complex procurement environments, inefficiencies from manual processes can lead to delays, errors, and increased operational costs. In industries like metals and mining, where large-scale, time-sensitive transactions are common, manual workflows can hinder scalability and compliance and reduce overall productivity.

Our client, a leading ferro alloys manufacturer, faced similar challenges with SAP Ariba adoption, requiring a deeper understanding and guidance on key procurement processes, including the PR-to-PO flow, RFx creation, and Auction setup. To overcome these obstacles, **Ahana provided a structured support approach to help users navigate daily SAP Ariba activities, providing real-time assistance and streamlined daily operations** for both buyers and suppliers. This solution ensured smoother interactions, reduced issue resolution time, and improved overall procurement process efficiency.

Client Profile

Our client is one of India's largest producers and exporters of **High Carbon Ferro Chrome** and **Charge Chrome**, operating in the ferro alloys manufacturing sector. The client has a robust procurement ecosystem that includes both domestic and international suppliers, serving large-scale buyers and suppliers across multiple business units.

Challenge

Users needed deeper clarity on certain workflows, despite end users already being familiar with the platform. While they had a basic understanding, more profound clarity was needed on critical processes, including the PR-to-PO flow, RFx creation, and Auction setup. This led to several real-time queries that required additional discussion and support. On the supplier side, many users were new to SAP Ariba and were transitioning from manual processes. They needed clear guidance to understand registration, RFx participation, and auction workflows, and our team supported them throughout this adoption phase.

Solution Implemented

To optimize SAP Ariba usage without disrupting ongoing procurement operations, **Ahana provided a tailored support approach** that aligned with the client's existing processes. The solution provided consistent guidance and troubleshooting, enabling buyers and suppliers to efficiently navigate the platform, resolve issues promptly, and maintain seamless procurement activities.

- **Comprehensive Functional Support:** Ahana provides continuous end-to-end functional support to both buyers and suppliers, ensuring the smooth execution of daily activities in SAP Ariba.
- **PR-to-PO Flow & Auction Setup Clarity:** Clear guidance was provided on the PR-to-PO flow, RFx creation, and Auction setup, eliminating confusion and enabling efficient use of the platform.
- **Optimized Supplier Interaction:** Suppliers received targeted support for registration, event participation, and access issues, ensuring smooth and uninterrupted transactions.
- **Backend Coordination for Critical Issues:** Ahana facilitated coordination with SAP India and internal IT for issues requiring backend involvement, resolving complex issues quickly, ensuring uninterrupted procurement processes. Continuous updates and proactive recommendations were provided to improve efficiency.

Note: No implementation was done. Ahana's role focused on functional support, onboarding, training, and issue resolution.

Impact

The implementation of a structured support framework resulted in measurable improvements in procurement operations, increased buyer confidence, and streamlined supplier interactions. This led to faster issue resolution, improved adoption of SAP Ariba features, and more stable overall procurement activities.

1) Increased Buyer Confidence & Supplier Interaction: With continuous support and guidance, buyers gained a better understanding of SAP Ariba's features, improving confidence in the system. Suppliers experienced smoother interactions, ensuring a more efficient and reliable procurement process.

2) Faster Issue Resolution & Improved Efficiency: The solution significantly reduced issue-resolution time, enabling faster response to queries and quicker problem-solving. This improvement helped maintain smooth operations across both buyer and supplier sides.



Quantitative Metrics:

- 1) Reduced Issue-Resolution Time:** Faster resolution of issues across the procurement process.
- 2) Improved First-Time-Right Usage:** Increased transaction accuracy, reducing the need for rework.
- 3) Higher Supplier Participation:** More active participation from suppliers in RFx and Auctions, leading to quicker turnaround times.

Conclusion

Ahana's implementation of a structured support framework for SAP Ariba helped the client streamline their procurement operations, resolve key challenges, and improve overall system adoption. The solution ensured smooth interactions between buyers and suppliers, reduced issue resolution time, and optimized procurement processes.

This case study demonstrates Ahana's capability to provide ongoing, tailored support that addresses complex challenges, enhances platform usage, and fosters operational stability. With continuous guidance, proactive recommendations, and issue resolution, the client is now positioned to optimize their procurement activities and drive future growth with greater efficiency and accuracy.

About Ahana Systems and Solutions

Ahana Systems & Solutions is a trusted provider of IT services and digital transformation solutions based in Bengaluru, India. We specialize in a range of services, including Cloud Computing, Robotic Process Automation (RPA), Database Management, Business Intelligence & Analytics, and Application Development. With over 100 clients across various industries, we are known for our technical expertise, skilled workforce, and strong partnerships with leading technology providers.

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