Unilever: Managing Global Invoicing Better with the Ariba® Network and SAP® Invoice Management by OpenText

From ice cream to face cream, Unilever has over 400 brands and a vast supplier network. To support multiple channels, suppliers, and geographies, the company implemented a global invoice management solution that integrates the SAP® Invoice Management application by OpenText with the Ariba® Network. Supplier relationships are now better and invoice processing costs less, helping meet demand for the 2 billion people worldwide who use Unilever products every day.
Unilever makes invoicing easier with SAP and Ariba
E-invoicing improves visibility and reduces processing costs

Objectives
- Globally implement a new invoice management tool for inbound suppliers to improve the efficiency of invoice processing
- Improve supplier visibility into invoice approval process and status through a supplier portal

Why SAP and Ariba, an SAP company
- Rapid deployment of the SAP® Invoice Management application by OpenText, a world-class and functional solution for accounts payable to support all incoming invoice channels
- Localization features to support relevant invoice types in most countries
- Ability to deploy e-invoicing country by country with each regional release and add additional regions with limited effort via the Ariba® Network
- Opportunity for suppliers to submit invoices electronically by joining the Ariba Network

Benefits
- Strategically improved and “future-proofed” invoicing systems, providing greater flexibility to quickly develop and deploy improvements, centralize archiving and reduce archiving costs, and enhance the user experience
- Extended automation, enhancing global visibility, increasing functional capabilities, and reducing the time needed to process invoices
- Improved supplier relationships and satisfaction with full supplier visibility into invoice approval status and payment timing, lowering the cost of business-to-business transactions and significantly reducing service desk queries

Future plans
- Move away from paper-based invoices entirely to a fully electronic system
- Continue to reduce support and processing costs by giving more and more suppliers status visibility

“When we reviewed the different products that best integrate into our system landscape, are able to scale up with us, and provide the best user experience, we selected SAP Invoice Management by OpenText along with the Ariba Network. The integration between the two was key to getting this right.”

Thomas Benthen, Global IT Director, Unilever PLC

Company
Unilever PLC

Headquarters
London, United Kingdom

Industry
Consumer products

Products and Services
Personal care, foods, refreshments, home care

Employees
173,000

Revenue
€50 billion

Web Site
www.unilever.com
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