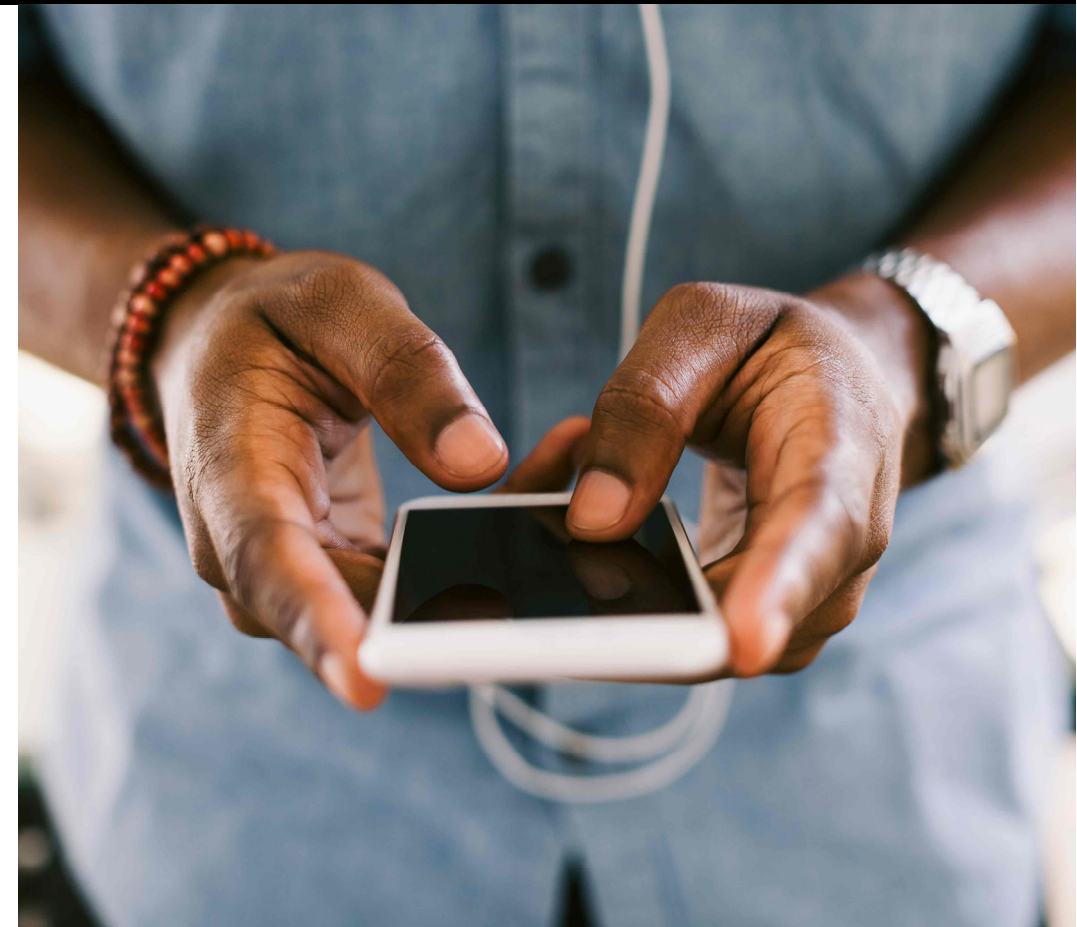


How Can a Business Enhance the Customer Experience with More Efficient Procurement Operations?

For more than 30 years, consumers and businesses have relied on the banking services of Ecobank Transnational Incorporated to help them run their lives, businesses, and organizations more effectively. However, with today's sky-high digital expectations, the company knew it had to transform all aspects of its operations. This meant digital innovation along the entire range of banking processes: from launching a fully integrated mobile banking app to reimagining internal business operations.

Ecobank deployed SAP® Ariba® solutions with the benefit of dedicated executive support and sponsorship. As a result, it automated its internal processes, is improving regulatory compliance and efficiency, and is on track to achieve target cost savings. As a future-proof bank with responsive, cost-effective services, Ecobank serves its customers as they need to be served: with confidence and discretion.



“To remain relevant in Africa’s banking world of tomorrow, there is a pressing need for banks to disrupt themselves, transforming their operating models and approaches to customer engagement.”

Ade Ayeyemi, Group Chief Executive Officer, Ecobank Transnational Incorporated

In order to transform its procurement function, Ecobank harnessed the network, reviewed vendor contract renegotiations, enhanced procurement, and increased the digitalization of its internal processes.



World-class

Pan-African bank



New

Customer engagement models



36

Countries on the African continent

Digitalizing for Transparency with **SAP® Ariba® Solutions**

Ecobank Transnational Incorporated

Lomé, Togo
www.ecobank.com/group

Industry
Banking

Products and Services

Consumer, commercial, corporate, and investment banking services; securities and asset management

Employees
17,343

Revenue
US\$1.97 billion (2016)

SAP® Solutions

SAP® Ariba® Sourcing, SAP Ariba Contracts, SAP Ariba Supplier Information and Performance Management, and SAP Ariba Buying and Invoicing solutions

Ecobank Transnational Incorporated transformed its procurement operation with the help of SAP Ariba solutions by automating all procurement-related processes to give them increased transparency as well as improved reporting performance at the group level.

Before: Challenges and Opportunities

- Eliminate manual processes and the use of spreadsheets for master data
- Increase the amount of spend managed through contracts
- Gain visibility and transparency

Why SAP

- Robust functionality offered by SAP Ariba solutions
- Ease of integration between SAP Ariba solutions
- Ability to deploy the SAP Ariba Buying and Invoicing solution without an existing enterprise resource planning (ERP) software system

After: Value-Driven Results

- Completely automated the invoicing environment
- Structured the supplier onboarding process across the group
- Improved spend control by leveraging catalogs and contract subscriptions
- Delivered groupwide reporting
- Improved transparency, visibility, and measurability of processes
- Integrated into the banking system for direct supplier payments

The need to digitalize our organization and digitalize our vendors was a key factor in choosing SAP Ariba solutions, as it would enable us to have a **standardized procurement policy.**

Kade BA-SOW, Group Head, Ecobank Business Services, Ecobank Transnational Incorporated



SAP Ariba 

29

Affiliates now standardized on SAP Ariba solutions

Reduced

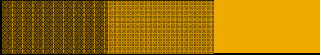
Manual intervention in purchase order and invoice processing

Increased

Procurement effectiveness

Empowered

Staff who support and understand the benefits



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