

# GlaxoSmithKline's Spend Director Implementation Improves Productivity and Profitability

GlaxoSmithKline (GSK) invested in Ariba Buyer™ to automate its requisition approval and procurement processes, but needed to ensure that R&D would adopt the application in a manner that optimized internal efficiencies and savings. GSK researchers were also inadvertently missing opportunities to stretch their budgets by taking advantage of substantial cost savings offered by GSK's preferred vendors—inefficiencies that ate away at GSK's productivity and profitability.

GlaxoSmithKline is one of the world's leading research-based pharmaceutical and health care companies. GlaxoSmithKline is committed to improving the quality of human life by enabling people to do more, feel better and live longer.

## KEY CHALLENGES

GSK needed a configurable, domain-relevant catalog solution that would maximize user adoption and contract compliance. GSK needed a solution that could:

- Enable a critical mass of supplier content quickly with minimal IT resources
- Make catalog content easy to search for researchers and easy to control for the purchasing department
- Streamline the ordering process for researchers, saving them valuable time
- Leverage the existing technology investment in Ariba Buyer



### INDUSTRY:

Life Sciences

### GLOBAL EMPLOYEES:

100,000+

### LOCATION:

Global

### CLIENT SINCE:

2002

### SCIQUEST SOLUTIONS:

Spend Director  
Content Packs

### TECHNOLOGY ENVIRONMENT:

Ariba Buyer (US)  
SAP (Europe)

"Spend Director is a critical component of GSK's enterprise eprocurement initiative. We use it to enable, configure and manage all of our scientific suppliers' catalogs in a manner that maximizes savings and researcher efficiency. Spend Director is a breakthrough solution for research companies."

Gregg Brandyberry, Vice President, Global Procurement Systems and Processes

# GlaxoSmithKline

# sciQuest™

## SCOPE OF PROJECT

- Integrating Spend Director via a single punch-out from Ariba
- Enabling 70 R&D supplier catalogs with GSK pricing for 720,000 items within 90 days of contract signing and an additional 80 catalogs in the following months
- Configuring a site-specific GSK catalog for each of their four largest R&D centers: United Kingdom, Italy, Research Triangle Park, North Carolina and Philadelphia, Pennsylvania
- Integrating real-time product availability for key suppliers and local inventory for the Philadelphia location

## RESULTS TO-DATE

Within one year GSK's investment paid off. Results include:

- Increased contract compliance by 35 percent
- More than 100 percent return on investment achieved
- 92 percent of searches result in one or more product matches
- Satisfied researchers
- Expansion to Verona, Italy facility

GSK licensed the SciQuest Spend Director solution as well as Content Packs to enable key suppliers. Integration of Spend Director with Ariba Buyer software enables its 18,000 users to access over 150 of their top R&D suppliers' catalogs—representing more than 90 percent of their total laboratory spend.