

A CUSTOMER SUCCESS STORY

Hilti AG simplifies its ordering process to drive efficiency

HILTI USES AUTOMATION AND A SIMPLER PROCESS TO ACHIEVE PROCUREMENT ENHANCEMENTS

“Because of our partnership with IBX (now Tradeshift), we have managed to make our ordering process easier and more cost effective.”

— Hilti AG

Placing the customer first

Hilti develops and produces products, systems, software and services that feature leading-edge technology and provide the construction and energy sectors with outstanding added value. Hilti stands for innovation, quality and direct customer relationships. Some two-thirds of Hilti's more than 25,000 worldwide employees work directly on behalf of customers in Hilti sales organizations and technical service units. They generate more than 230,000 daily interactions with customers, creating the basis for the ongoing development of new solutions.

To better support its customer-facing teams, Hilti discovered that it could improve its ordering processes. At the same time it could enhance spend visibility, achieve compliance, and increase savings. With these goals in mind, Hilti started looking for a solution that employees

could use easily regardless of previous training or experience.

Cutting procurement costs

Before updating its ordering process, Hilti managed all requisitions manually through the procurement department. Manual processes led to a lack of visibility, inconsistent contract compliance, and significant amounts of extra work that drove up costs. To address this challenge, Hilti wanted a solution that would target bottom-line savings through implementing a more efficient procure-to-pay process.

Easier procurement for better business

After an in-depth search, Hilti decided to partner with IBX Business Network (now Tradeshift) to take advantage of its cloud-based



procurement solution. Hilti valued IBX's proven history of strong back-end integration, and its demonstrated abilities as a stable, global service provider. The solution was implemented in Liechtenstein, Germany and Austria. Armed with the new procurement solution, Hilti embarked on the process of increasing visibility, attaining compliance, and decreasing costs.

Hilti's improved procurement channel was able to support its business goals while remaining easy to use, which boosted user adoption. The ordering process was accelerated and easier to understand. Strategically implemented automation furthered the efficiency gains. Altogether, the solution helped Hilti to gain an ordering process that improved the employees' productivity by freeing up their time and energy to add value to the organization in other more important ways.

A process for the users

Currently, 91% of the orders via the solution are automated through employee self-service, saving time and making the process easier to understand. Meanwhile, the remaining 9% of purchase requisitions are still easier and faster to process. Because of this increased efficiency, the procurement department has been able to shift resources from repetitive order processing to more strategic higher value tasks.

The simplified ordering process helps employees to concentrate on what is important in their daily work. In turn, they can focus on delivering a high level of service to the company's customers - construction professionals - who expect nothing but the best. In this way, better procurement processes help the company deliver on its goal to make the jobs of their customers easier, safer and more productive.

ABOUT TRADESHIFT

Founded in 2010, Tradeshift is the world's largest business commerce platform that connects buyers and sellers. Tradeshift connects over 1.5 million companies across 190 countries, processes over half a trillion USD in transaction value yearly, and has a marketplace containing 28 million SKUs. It offers solutions for procure to pay, supplier engagement and financial services, and enables companies and partners to build custom or commercial apps on its business commerce platform. Tradeshift is headquartered in San Francisco, with offices in Copenhagen, New York, London, Paris, Suzhou, Chongqing, Tokyo, Munich, Frankfurt, Sydney, Bucharest, Oslo, and Stockholm.