

Hubspan Case Study >> DonorsChoose.org (with Barnes & Noble.com)

COMPANY: DonorsChoose.org

WEBSITE: www.donorschoose.org

INDUSTRY: Non-profit / Education



CHALLENGE:

- Needed to automate procurement process
- Inventory checking procedures mostly manual, causing time lag and order accuracy issues
- Disparate systems and standards between DonorsChoose.org and vendor community
- Wanted to expedite PO to delivery timeframe

SOLUTION:

- Ariba procurement software solution
- Hubspan SaaS Integration Platform for integration with Barnes & Noble.com
- Seamless integration between Ariba format and Barnes & Noble.com's proprietary XML, bnML
- Hubspan solutions included:
 - eCommerce Punchout
 - Purchase Order Exchange
 - e-Invoicing
 - Real-time Inventory Checking

RESULTS AND BENEFITS:

- Estimated savings of \$1-2 million over three years with procurement and integration solutions
- 100% order accuracy with Barnes & Noble.com integration
- Purchase order to delivery within two days
- Full visibility into procurement cycle, from order to status to shipping to invoicing and payment
- Operational scalability that is mission-critical

Educational Non-profit Moves to Head of the Class with Integration

DonorsChoose.org connects teachers with everyday donors to provide students with the supplies and materials they need to learn. Although a non-profit, DonorsChoose.org considers itself a technology company with a social mission. In fact, DonorsChoose.org harnesses innovative technologies to make these powerful connections, empowering both teachers and citizen philanthropists. When it came to improving connections with one of its critical vendors, Barnes & Noble.com, DonorsChoose.org turned to two best-in-class solutions, Ariba procurement software and the Hubspan integration platform, resulting in automated procurement processes and seamless integration between the systems.

The Challenge: Removing Cost and Complexity from Procurement Processes

DonorsChoose.org receives 6,000 project submissions every month from teachers across the nation and typically finds donors and fulfills these projects within a matter of weeks. To process these orders, DonorsChoose.org sends thousands of purchase orders every week, as well as many other related documents and messages, such as order confirmations, ship notices, invoices, electronic tracking information, etc. The organization also works with multiple vendors, which all have different systems and standards. While many of its Web processes were fully automated, its procurement systems and vendor integration were still mostly manual. Because of this, DonorsChoose.org was never sure vendors had successfully received and processed every order, and it had no easy way of tracking inventory availability with Barnes & Noble.com. With DonorsChoose.org's business growing quickly, it needed to automate and cut complexity from its overall procurement operations.

The Solution: Automation and Integration with Ariba and Hubspan

Teachers who use DonorsChoose.org request thousands of books from Barnes & Noble.com for their classroom projects. Therefore, automating the order process with Barnes & Noble.com became a priority. First, DonorsChoose.org selected a strong spend management software solution from Ariba to automate and streamline procurement. Once DonorsChoose.org standardized its documents and processes with Ariba, Barnes & Noble.com added the organization to its integration community on the Hubspan platform. Via Hubspan, purchase orders, PO acknowledgements and other related messages are seamlessly exchanged between the Ariba format and Barnes & Noble.com's proprietary flavor of XML, bnML. In addition, Hubspan provides real-time inventory checking during the purchase order process to determine whether all products on the PO are actually in stock. If a product is out of stock, that item is automatically removed from the PO by Hubspan, an alert sent to Barnes & Noble.com, and the PO with the remaining items continues for fulfillment.

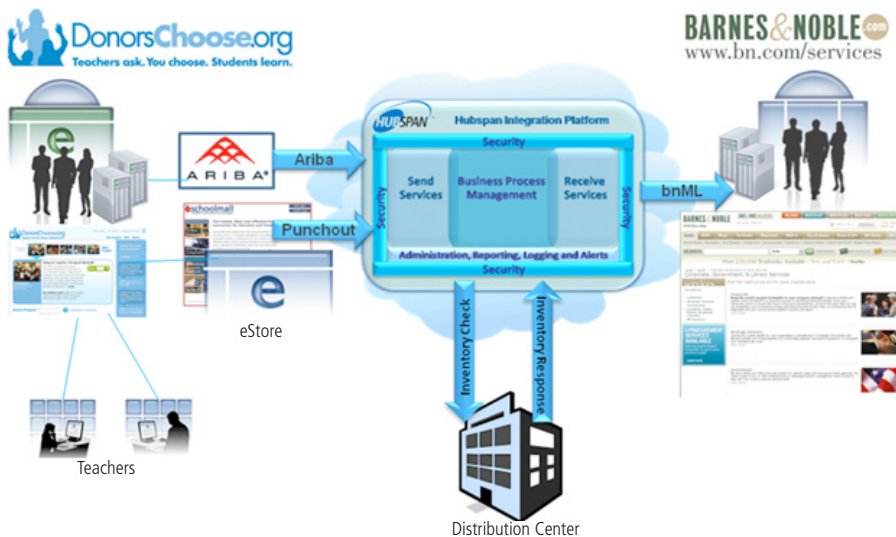
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The Results: Increased Efficiencies, Faster Processing and Saved Costs

As a non-profit, DonorsChoose.org is cost-conscious, and its technical investments must not only help fulfill its mission but do so in an innovative, cost-effective way. The automation and integration achieved with Ariba and Hubspan not only improved how teachers' orders were fulfilled and processed but also increased order accuracy, and, importantly, cut costs. DonorsChoose.org estimates savings of \$1-2 million over three years as a result of implementing these solutions.

Because Hubspan is a SaaS-based solution, there were no software, hardware or upfront costs for DonorsChoose.org, and Barnes & Noble.com covers the monthly integration fees with DonorsChoose.org and its many other business eCommerce customers. This is part of Barnes & Noble.com's commitment to make it as easy and seamless as possible for its customers to do business with them.

Perhaps the real value is how quickly DonorsChoose.org can get teachers the supplies they need. "Technology is enabling us to make a huge impact on the lives of teachers and students," said Jonathan Evans, Vendor Relations Director for DonorsChoose.org.



About DonorsChoose.org

DonorsChoose.org grew out of a Bronx high school where teachers experienced first-hand the scarcity of learning materials in our public schools. Charles Best, then a social studies teacher, created DonorsChoose.org so that individuals could connect directly with classrooms in need. Since launching in 2000, DonorsChoose.org has empowered more than 200,000 teachers and citizen philanthropists to become change makers. Our vision is of a nation where students in every community have the resources they need to learn.

About Hubspan, Inc.

Hubspan is the leading provider of business integration solutions, helping companies automate business processes and provide strong collaboration among internal and external communities. Hubspan's cloud-based integration platform is cost-effective, scalable and reliable. With its any-to-any connections, Hubspan ensures seamless interoperability across systems, applications, and standards. Thousands of companies worldwide, from small and medium enterprises to Fortune 500 companies, successfully use the Hubspan platform every day to achieve stronger business collaboration. For more information, go to www.hubspan.com.



"We use technology to drive innovation and efficiencies throughout our operation, and the Ariba and Hubspan procurement and integration solutions vastly improve our order accuracy and processing with Barnes & Noble.com, while saving time and money."

—Jonathan Evans
Vendor Relations Director,
DonorsChoose.org



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