



# Global Enterprise Evolution at Grainger SAPPHIRE NOW

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Presenter:

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*Vice President, Solutions Delivery*

# About Grainger

**\$9 billion**  
in sales in 2012

**3,500+**  
suppliers

## Global Operations



United States  
Latin America

Asia

Canada  
Europe



**2.0MILLION**  
ACTIVE CUSTOMERS

**711**  
branches  
**28**  
distribution  
centers  
**21,400+**  
team members



**\$ 2.2 Billion**  
IN E-COMMERCE SALES IN 2011



Access to **1 million +**  
Products

# Grainger Products

Supplying businesses with the products they need to keep their facilities safe, efficient and functioning:

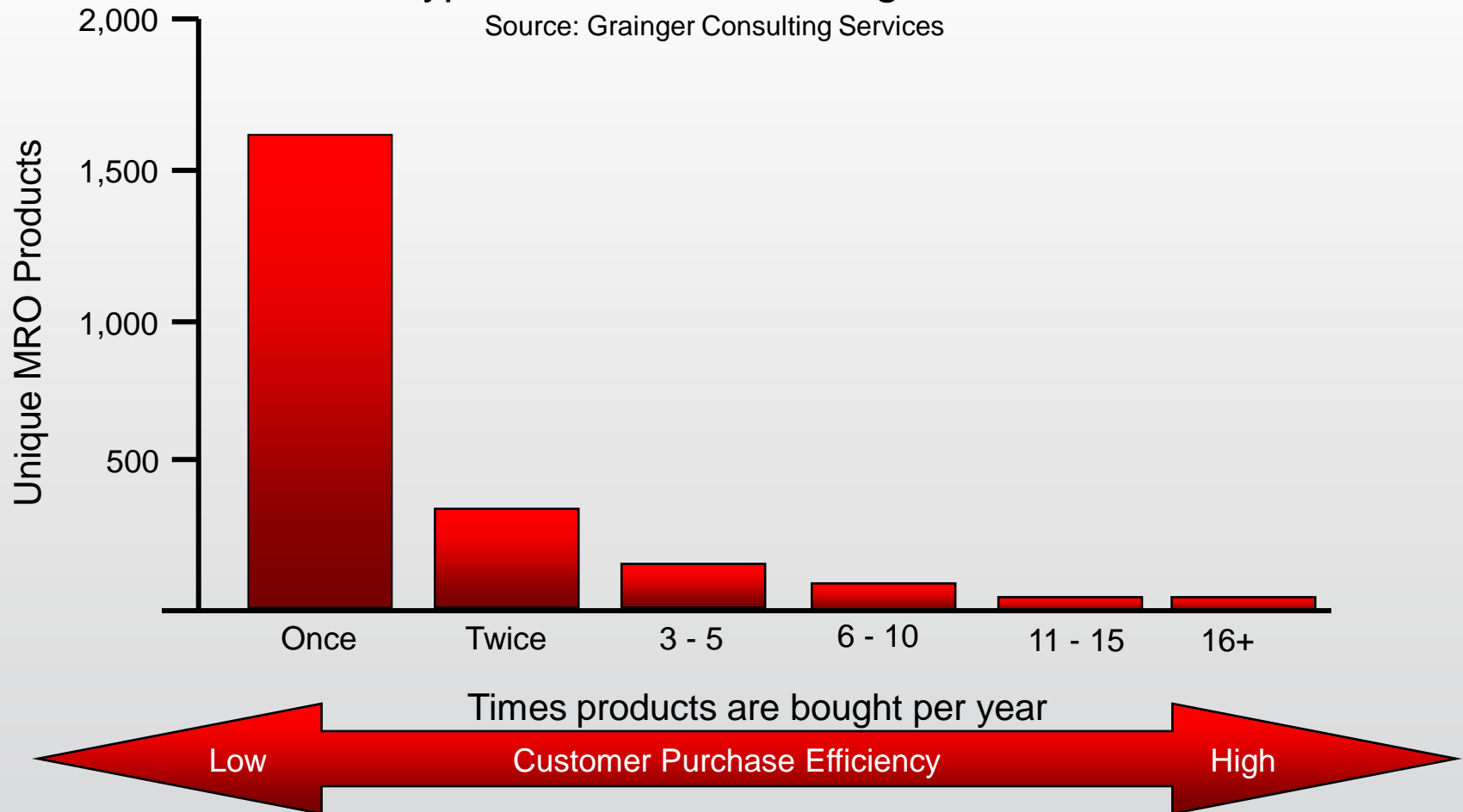
- //// Safety Products
- //// Power Tools
- //// Electrical Components
- //// Janitorial Supplies
- //// HVAC
- //// Lighting
- //// Fasteners
- //// Plumbing Products
- //// And much more...



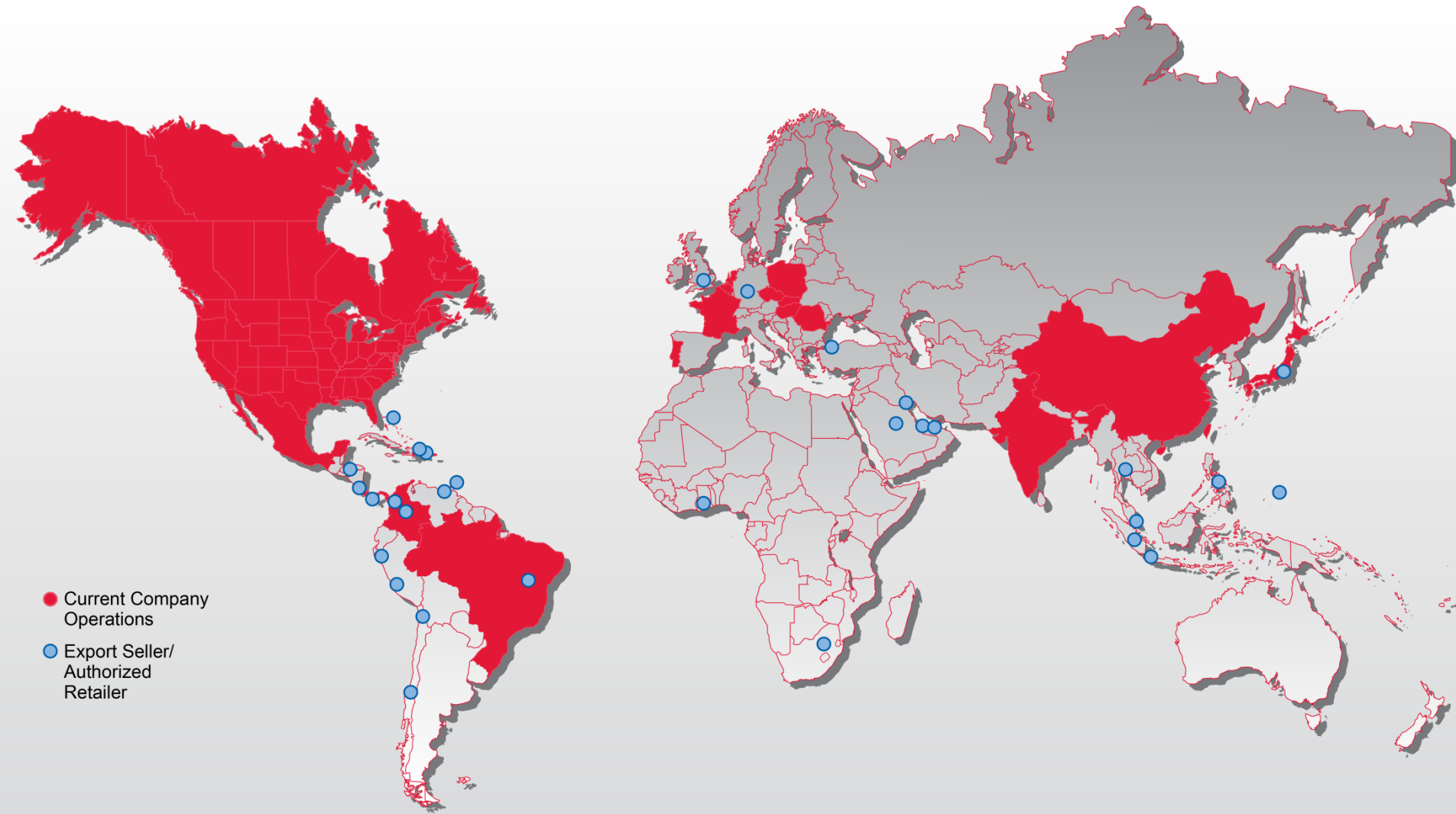
# MRO Getting More Attention

## Typical MRO Purchasing Profile

Source: Grainger Consulting Services



# Grainger Worldwide



# Corporate Social Responsibility



## Disaster Relief

//// Ready When the Time Comes with the American Red Cross

## Technical Education

//// Grainger Tools for Tomorrow® scholarship program



## Charitable Matching Gifts - 3 to 1 match



# An Award Winning Culture

## 2012

No. 1, America's Most Admired Company, Diversified Wholesalers — *Fortune*

No. 99 on the *Fortune 100 Best Companies to Work For*® list

No. 6 among large companies on the *Chicago Tribune's* Top Workplaces list

Named one of the Best Places to Work in Information Technology — *ComputerWorld*

Platinum Level – Canada's 10 Most Admired Corporate Cultures™ Award

Ranked in *HR Executive Magazine's* Most Admired for HR list

## 2011

"Most Admired Companies for HR 2010" - *HR Executive magazine*

No. 2, Top Places to Work – *Chicago Tribune*

Named one of the Best Places to Work in Information Technology - *Computerworld*

No. 1, America's Most Admired Company, Diversified Wholesalers - *Fortune*



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# Topic Agenda

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Enterprise Environment Evolution

Critical Business Processes

Benefits

Future Vision

# Enterprise Environment Evolution

## A Look at Yesterday

- //// Manual processes
- //// Data accuracy challenges
- //// Redundant processes managed in multiple departments/locations
- //// Legacy systems

## Today's Snapshot

- //// Automated Processes
- //// Full visibility across the enterprise
- //// Improved data & transaction accuracy
- //// Streamlined business processes

# Mission Critical Processes Enabled by Vistex

## Chargebacks & Rebates

//// 98% of supplier rebates processed through Vistex

//// 180,000 chargebacks created daily

- *Based on sales organization, division, vendor, product group or product*
- *Based on target, percentage, unit volume or absolute value*

//// Vendor Rebates

- *Supplier quoted / supported cost, product warranty, product marketing, freight claims and volume rebates*

# Mission Critical Processes Enabled by Vistex

## Sales Incentives

- //// Complex commissions for 3000 Sales Representatives
- //// Integrates with SD, SAP CRM, FI, HR, SAP SEM, BI and more

## Cash Applications

- //// Pre-Process 16,000 customer payments (EDI/Paper) daily, match rate of 92%
- //// Post-Process manage 7,500 exceptions weekly
- //// Interfaces with SAP, BancTec and in-house viewer

# Benefits Realized

Identified and secured rebate monies available to Grainger

Automated rebate processes

//// Adhere to accounting principles

//// Reduce processing time

//// Reduced number of FTE to support rebate process, through improved accuracy & productivity

One source of data

Reporting capabilities

Improved interaction and communication with suppliers

# Future Vision

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Global expansion

Implementation of Global SAP Template in the Americas

Leverage current Vistex solutions

Implement additional Vistex modules to manage Pricing  
and Master Data processes



## QUESTIONS?

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