

Office Depot

Discreet Procurement Service



eB2B's concept has proved a winner with Office Depot: The eProcurement service doesn't interfere with the customer relationship. With eB2B, customers always have access to the best range of products, and because eB2B doesn't take fees, Office Depot can offer attractive prices.

Natives of northern Germany's Hanseatic cities have the reputation of being reserved. A reputation deserved by at least eB2B, according to Stephan Waldeis, head of Office Depot's eBusiness operations in Großostheim. Waldeis favors the discreet concept of the eProcurement platform developed in Hamburg. The head of eBusiness Germany at the world's largest office supply dealer appreciates that eB2B positions itself as a neutral platform between supplier and customer. eB2B transfers the purchase order to the suppliers and – in contrast to other procurement portals – does not manage the suppliers' content. "We value that eB2B positions itself as a neutral, technical intermediary, does without its own order interfaces, and uses the suppliers' catalogs," says Waldeis. This is a good solution for Office Depot, since it only requires the one-time effort of connecting eB2B – "we can then easily link any number of customers," explains Waldeis.

In the opinion of the eBusiness executive, Office Depot customers also benefit from this simple concept. They directly access their supplier's shop system via eB2B and always get the best content, including the latest product data, availability, and images. And because eB2B does not take fees from the

suppliers, Office Depot can ultimately offer its products at more attractive prices via eB2B.

Office Depot (15 billion US dollars in annual sales) has been selling to customers via eB2B since 2001. The connection of Office Depot to eB2B is considered state-of-the-art by both parties. The data exchange with eB2B is implemented by an OCI interface to an SAP system developed by Office Depot. Users access Office Depot's shop system via eB2B, where they fill their shopping cart. Order data, confirmations, and shipping notifications are transferred to eB2B via electronic interface (such as XML). If Office Depot customers are dissatisfied with their purchase, they can trigger a return delivery in eB2B. In such cases, eB2B generates a return delivery slip, electronically transfers the information to the supplier, who indicates if and when a new delivery will take place.

The simple, well-functioning workflow between Office Depot and eB2B is convincing: Since the collaboration began, eB2B has convinced numerous customers of the benefits of Office Depot and Office Depot has recommended the eB2B platform to many customers. Waldeis puts it in a nutshell: "The concept is simply good."

Office DEPOT.
Taking Care of Business

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