



Frequently Asked Questions

JAGGAER's SAP Ariba Safe Switch Program FAQs

01 | What is the SAP Ariba Safe Switch Program?

JAGGAER has developed the SAP Ariba Safe Switch program to help existing SAP Ariba customers to migrate to a more modern, innovative and user-friendly procurement solution, JAGGAER ONE.

02 | What does JAGGAER offer as part of the SAP Ariba Safe Switch program?

The Safe Switch program includes preferred subscription and services pricing, turnkey and templated data migration and supplier onboarding services, implementation services, dedicated customer support, and JAGGAER's world-class procurement solutions tailored to align with your specific requirements.

03 | Why should I consider the switch now?

Are you tired of playing a waiting game, hoping that SAP Ariba will release more innovative capabilities, improve its user interface and bolster its customer support? Are you troubled by the lack of clarity around the future of SAP Ariba and its supposed migration to S/4 HANA? If you're done waiting, and want the advantages that come with a modern, innovative procurement solution, there has never been a better time to switch to JAGGAER. We've created a turnkey offer for Ariba customers to migrate to JAGGAER quickly, painlessly and affordably. There has never been a better time to make the switch!

04 | What happens to all of my data?

We have the expertise, and the technology to execute data migration effectively, so you can have all your data transferred to the JAGGAER interface and assure business continuity. Don't be surprised when it's not business as usual though, because our solutions will elevate your procurement performance and enhance your user experience!

05 | Will JAGGAER integrate with my ERP and other third-party applications?

Absolutely. Your ERP is central to your business. That's why we offer end to end integration with all the most common ERP touchpoints. JAGGAER has developed pre-configured integration with many common ERP systems, including SAP. So capable is our integration with SAP ERP, in fact, that independent industry analyst firms have acknowledged that JAGGAER has tighter integration with SAP ERP than Ariba does! Integrations are completed faster with add-ons installed on the ERP. JAGGAER leverages cloud connectors to exchange data with third party systems across the JAGGAER ONE platform. That includes information providers like D&B, Cerved, Bureau van Dijk and EcoVadis, eInvoicing partners like Sovos TrustWeaver, and eSignature tools like Ned, Namiral and InfoCert. Unlike Ariba's limited integration capabilities where they still use the file exchange technology, we integrate using APIs and we're proud to say that we integrate better with SAP than Ariba!

06 | What will happen to my supplier database?

At JAGGAER, we recognize the value and significance of having an operational supplier database and that's why we have one of the most sophisticated, user friendly and intuitive supplier onboarding programs in the industry, supported by our 24/7 global customer care team that provides services to the supplier community. We have a dedicated process in place to seamlessly onboard your suppliers. Chances are, many of your suppliers are already on JAGGAER's enterprise commerce network, and are familiar with our technology.

07 | What will implementation look like?

You can expect a focus on user adoption and the achievement of business value. With over 25+ years of experience, we have the knowledge, tools, and methodology to make it easy to transform the source to pay process across all markets.

08 | Can I expand my use of the JAGGAER applications over time?

One-size-fits-all approaches often fail. Instead, our collaborative, agile approach identifies the right plan for your business, followed by a carefully crafted rollout and training program. When you're ready to add more solutions, the JAGGAER Services Team can help, from initial deployment to overall project governance, day-to-day project management and technical consulting. Ensure a clear, predictable project experience and accelerate time to value with the advantage of an event-based approach. Every business is different. We'll work closely with you to understand your specific needs and goals, and to recommend best practices for a solid foundation.

09 | How will JAGGAER manage product enhancement requests?

We have introduced a powerful platform called JAGGAER Engage which facilitates interactions and collaboration with our customers to continuously enhance our products. We want to foster a community where we can engage with our customers and our customers can engage with each other. Being able to directly interact will help us better understand you, your business, and how you use our products. We also want to create a forum for you to meet other customers and learn from each other's experiences. With this solution you can search and filter feature requests, submit your own feature requests, vote and make comments. You can also receive notifications when feature requests you are interested in are reviewed by our product managers or put on our roadmap. You can submit and vote on as many feature requests as you like. All of your users with access to our customer care portal will be able to access JAGGAER Engage.

10 | Why should I trust JAGGAER with my data and what does JAGGAER do to protect my information?

With ever-changing threats and regulations, you need security you can count on. Be confident in a cloud-based system knowing that JAGGAER prioritizes your data integrity. Our software and integrations are built to keep your data safe. Robust user and role-based access enables sharing of pertinent data without compromising privacy or sensitive data. We ensure our products, processes and infrastructure are designed with security as the priority and built on industry frameworks, such as the International Organization for Standardization (ISO) and the National Institute of Standards and Technology (NIST). JAGGAER's global security organization performs extensive monitoring and we run extensive 3rd party testing and practice secure development techniques to ensure we're safe 24/7, so that you are safe 24/7.

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