



buyerquest



Giant Eagle Deploys BuyerQuest Marketplace to 400+ Retail Stores with Little to No Training

COMPANY
Giant Eagle

INDUSTRY
Food Retailer and
Distributor

HEADQUARTERS
Pittsburgh, PA

ASSETS
\$9.3B Annually

COMPANY SIZE
36,000 Employees

BQ SOLUTION
Marketplace

Company Background

Giant Eagle Inc., ranked 27 on Forbes magazine's largest private corporations list, is one of the nation's largest food retailers and distributors with approximately \$9.3 billion in annual sales. Founded in 1931, Giant Eagle, Inc. has grown to be the number one supermarket retailer in the region with more than 420 retail locations, throughout western Pennsylvania, Ohio, West Virginia and Maryland.

Challenges

Prior to BuyerQuest, Giant Eagle didn't have a marketplace solution in place at their retail locations. Across the company, they struggled with the following challenges:

- No front-end control
- Lack of spend visibility
- Numerous vendors with various methods of ordering
- Inconsistent work design to ordering

In addition, Giant Eagle buyers had to remember different logins for numerous vendor websites. These passwords were often assigned via the vendor, which made remembering the passwords difficult.

“ Our experience with BuyerQuest has been great. From Day 1, our support from BuyerQuest has been fantastic. BuyerQuest is continually improving their product, so we are excited about our future possibilities with BuyerQuest’s tools.

- Eric Orwell, Giant Eagle

Solutions

Giant Eagle met BuyerQuest at a tradeshow and they began discussions right away. BuyerQuest was a new company at that time. However, Giant Eagle quickly realized BuyerQuest offered a next generation marketplace solution that was a great fit for their needs. From the very beginning, Giant Eagle knew BuyerQuest was focused on offering solutions to overcome their top challenges.

During the demo evaluation process, Giant Eagle was impressed with the user-friendly interface of BuyerQuest Marketplace. Giant Eagle knew the importance of making shopping and ordering for end users, so the ease-of-use and flexibility of the BuyerQuest Marketplace were great differentiators.

Throughout the onboarding progress, Giant Eagle appreciated BuyerQuest’s enthusiasm to understand complexities among vendors and the products they purchased. BuyerQuest was quick to identify solutions that would solve their problems within BuyerQuest marketplace, which was instrumental in Giant Eagle’s successful deployment.

Giant Eagle deployed BuyerQuest Marketplace through a piloted and phased approach. BuyerQuest was fully implemented throughout 400 stores within a few months.

Results

Impressively, Giant Eagle rolled out BuyerQuest Marketplace to all of retail locations with little to no training. The successful adoption of BuyerQuest in all retail locations allowed Giant Eagle stores to operate with a consistent work design when ordering indirect goods.

Today, BuyerQuest also allows Giant Eagle to better manage items for their stores to purchase. When buying through BuyerQuest Marketplace, Giant Eagle can guarantee end users are staying compliant with contracted pricing. As a result, Giant Eagle is turning sourcing savings into realized savings, which has a bigger impact the organization’s bottom line.

Looking forward, Giant Eagle is continuing to streamline and improve the procure-to-pay process for indirect goods. Their goal is to eliminate waste in the process and continue improving their business with better visibility and front-end control.

GIANT EAGLE AT A GLANCE

400
Locations

1,000
Users

\$9.3 B
Annual Sales



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343 West Bagley Road
Suite 300
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