



SAP Ariba 

Feature at a Glance

Improved interface for incident listings in SAP Ariba Supplier Risk

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CONFIDENTIAL

Feature at a Glance

Ease of implementation

Low touch / simple

Geographic relevance

Global

Introducing: Improved interface for incident listings in SAP Ariba Supplier Risk

Customer challenge

Supplier Risk users did not have insight into the type of risk incident, positive or negative, from media monitoring.

When accessing the details of the risk incident there was no information present to understand the details of the news article. The user had to click the URL to the article which opened another browser to read the article.

In some instances where there were many incidents identified, the Risk exposure tile of the supplier profile was difficult to see all contributing factors to the risk exposure.

Solution area

SAP Ariba Supplier Risk

Meet that challenge with SAP Ariba

- An indicator has been introduced that identifies if a news incident is positive or negative.
- All positive incidents are removed from the risk exposure model.
- An information icon (*i*) for each risk incident provides a brief 3-4 sentence summary of the news article.
- An arrow icon allows users to expand and collapse the news incidents found on the Risk exposure tile of the supplier profile. Users will no longer need to scroll through the contributing factor incidents to see all contributing factors.
- Default settings for news alerts will be set to send email notifications for negative events. E-mail notifications for positive events will not be sent unless the user changes the settings. Default severity settings for positive events will be set to “ignore”.

Implementation information

This feature is **automatically on** for all customers with the applicable solutions and is ready for immediate use.

Experience key benefits

This feature includes enhancements that will provide Supplier Risk users the ability to easily distinguish positive and negative media incidents in the user interface. Supplier risk default settings for alert emails were modified to exclude email notifications for positive incidents and severity will be set to ignore. Users have the ability to select the notifications based on their preference. Supplier Risk has also introduced expanded text allowing risk users to have a quick reference to the article details without having to open a browser to see if the information is something they need to review in detail.

Prerequisites and Restrictions

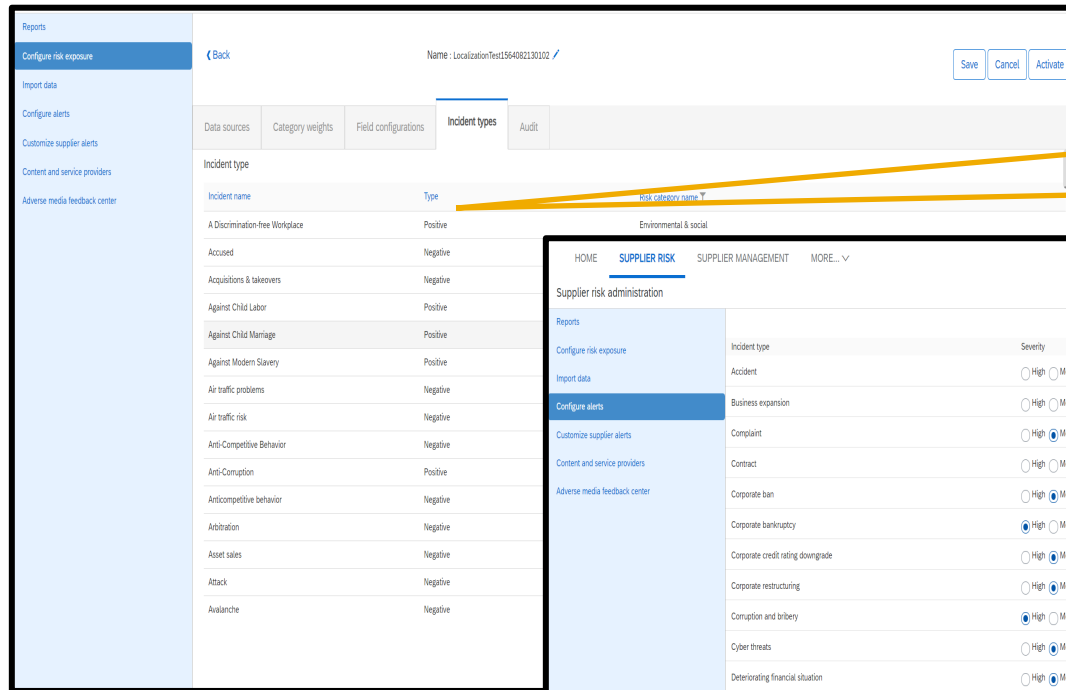
None

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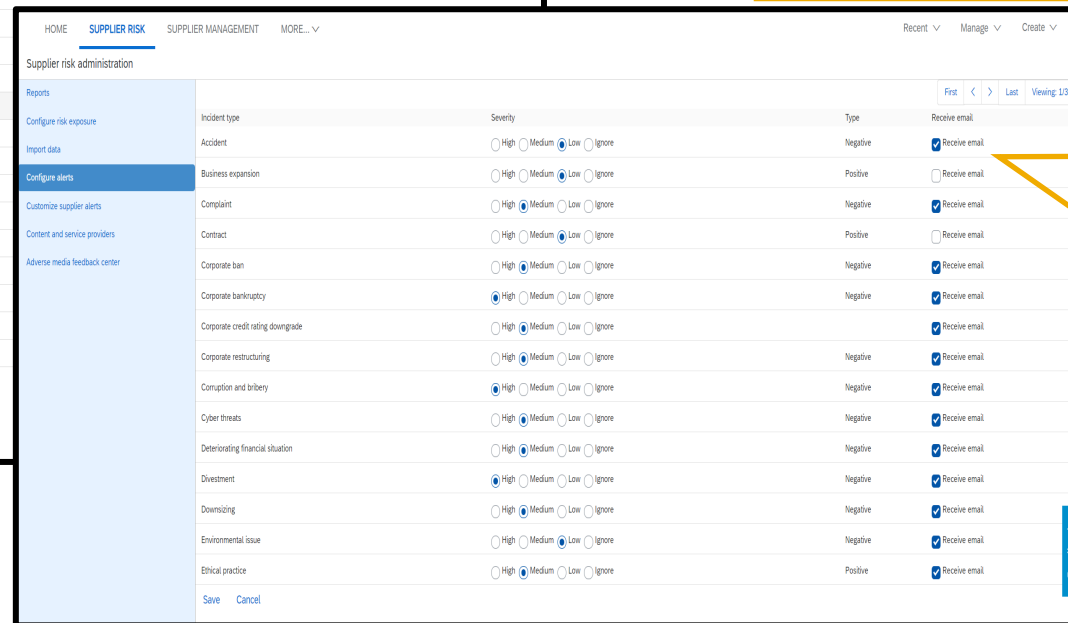
Detailed feature information

This feature includes enhancements that will provide Supplier Risk users the ability to easily distinguish positive and negative media incidents in the user interface. Supplier risk default settings for alert emails were modified to exclude email notifications for positive incidents and severity will be set to ignore. Users have the ability to select the notifications based on their preference. Supplier Risk has also introduced expanded text allowing risk users to have a quick reference to the article details without having to open a browser to see if the information is something they need to review in detail.



From the dashboard, click the "gear" setting icon to go to Supplier Risk Administration.

Supplier risk users can easily see the type of incident, positive or negative, from the **incident types** tile of the risk exposure configuration.



From the dashboard, click the "gear" setting icon to go to Supplier Risk Administration.

Supplier risk users can easily see the type of incident, positive or negative, from the **configure alerts** page— users can also select email notifications for positive incidents. Email notifications for positive incidents will be turned off by default and severity set to ignore. Users can select email notifications by click the "receive email" button.

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Detailed feature information

Supplier risk users can also easily see the type of incident, positive or negative, from the Alert list page and from the Risk incidents tile of the supplier profile.

Details	Company name	Severity	Incident type	Type	Count	Last update	City	State	Country	Flag	Feedback reported	Actions
>	3M Company	High	Complaint	Negative	4	Aug 19, 2019	Chicago	Illinois	USA	🇺🇸	---	...
>	3M Company	High	Complaint	Negative	4	Aug 19, 2019	Chicago	Illinois	USA	🇺🇸	---	...
>	3M Company	High	Complaint	Negative	4	Aug 19, 2019	Pittsburgh	Pennsylvania	USA	🇺🇸	---	...
>	3M Innovative Properties Company	High	Complaint	Negative	4	Aug 19, 2019	Saint Paul	Minnesota	USA	🇺🇸	---	...
>	Konica Minolta Business Solutions U.S.A., Inc.	High	Contract	Positive	1	Aug 19, 2019	Atlanta	Georgia	USA	🇺🇸	---	...
>	Konica Minolta Business Solutions U.S.A., Inc.	High	Contract	Positive	1	Aug 19, 2019	Ramsey	New Jersey	USA	🇺🇸	---	...
>	The Toledo Edison Company	High	Corporate bankruptcy	Negative	1	Aug 19, 2019	Akron	Ohio	USA	🇺🇸	---	...
>	Metropolitan Edison Company	High	Corporate bankruptcy	Negative								
>	Fedex Freight Corporation	Medium	Complaint	Negative								
>	Fedex Office and Print Services, Inc.	Medium	Complaint	Negative								
>	Premium Waters, Inc.	High	Plant disruption	Negative								
>	Jeppesen Sanderson, Inc.	High	Regulatory compliance issue	Negative								
>	The Goldman Sachs Group Inc	Medium	Complaint	Negative								
>	Bailey Company	Medium	Complaint	Negative								
>	Jeppesen Sanderson, Inc.	High	Transportation issue	Negative								

Supplier risk users can easily see the type of incident, positive or negative, from the **Alert list** page – Go to alerts on the dashboard

Supplier risk users can easily see the type of incident, positive or negative, from the **Risk incidents** tile of the supplier profile.

Date	Incident type	Type	Feedback reported	Risk summary
Aug 19, 2019	Senior management change (1)	Negative		Senior management change event has been indicated for this supplier in the following number of articles: 1
Jul 26, 2019	Regulatory compliance issue (4)	Negative		Regulatory compliance issue event has been indicated for this supplier in the following number of articles: 4
Jul 26, 2019	Ethical practice (1)	Positive		Ethical practice event has been indicated for this supplier in the following number of articles: 1
Jul 25, 2019	Financial penalty (1)	Negative		Financial penalty event has been indicated for this supplier in the following number of articles: 1
Jul 24, 2019	Plant disruption (6)	Negative		Plant disruption event has been indicated for this supplier in the following number of articles: 6
Jul 19, 2019	Complaint (10)	Negative		Complaint event has been indicated for this supplier in the following number of articles: 10
Jul 19, 2019	Ownership change (1)	Negative		Ownership change event has been indicated for this supplier in the following number of articles: 1
Jul 19, 2019	Contract (1)	Positive		Contract event has been indicated for this supplier in the following number of articles: 1
Jul 18, 2019	Regulatory compliance issue (2)	Negative		Regulatory compliance issue event has been indicated for this supplier in the following number of articles: 2
Jul 17, 2019	Deteriorating financial situation (3)	Negative		Deteriorating financial situation event has been indicated for this supplier in the following number of articles: 3

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Detailed feature information

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The screenshot displays the SAP Ariba Supplier Risk interface. At the top, there are navigation tabs: Risk exposure, Risk incidents (selected), Compliance, Enriched corporate info, Forced labor, Financial risk, and Engagement requests. Below the tabs, there's a section for 'Incidents (28 incidents)' with a 'Filter by' dropdown set to 'All incident types'. A table lists incidents with columns for Date and Incident type. A tooltip is visible over the table, showing expanded text for an incident dated '19th August 2019 - 12:30 GMT | by The Shephard News Team'. Below the table is a 'Risk summary' section featuring a line chart with a legend: Risk exposure (blue), Regulatory & legal (orange), Environmental & social (green), Operational (purple), and Financial (teal). The chart shows risk scores over time from April 07 to June 30. Below the chart are five detailed risk categories: Regulatory & legal (score 3.6), Environmental & social (score 13.95), Operational (score 9.41), Financial (score 6.0), and a fifth category (score 6.0). Each category includes a score, a 'Low' status, and a list of contributing factors like 'Adverse media', 'Corporate lawsuits', 'Ethical practices', 'Quality issues', 'Senior management change', 'Technical failures', 'Enriched corporate information', 'Licensed provider', and 'Buying stake'. A 'Sanctions' section shows 'No incident'.

Supplier Risk users can view expanded text on the Risk incidents tile. Before clicking the URL, Risk users can click the (i) to view the expanded text. The expanded text provides 3-4 sentences from the news article.

Supplier Risk users can expand and collapse the risk incidents on the Risk exposure tile of the supplier profile. This provides a consolidated view of all contributing factors to the risk exposure.