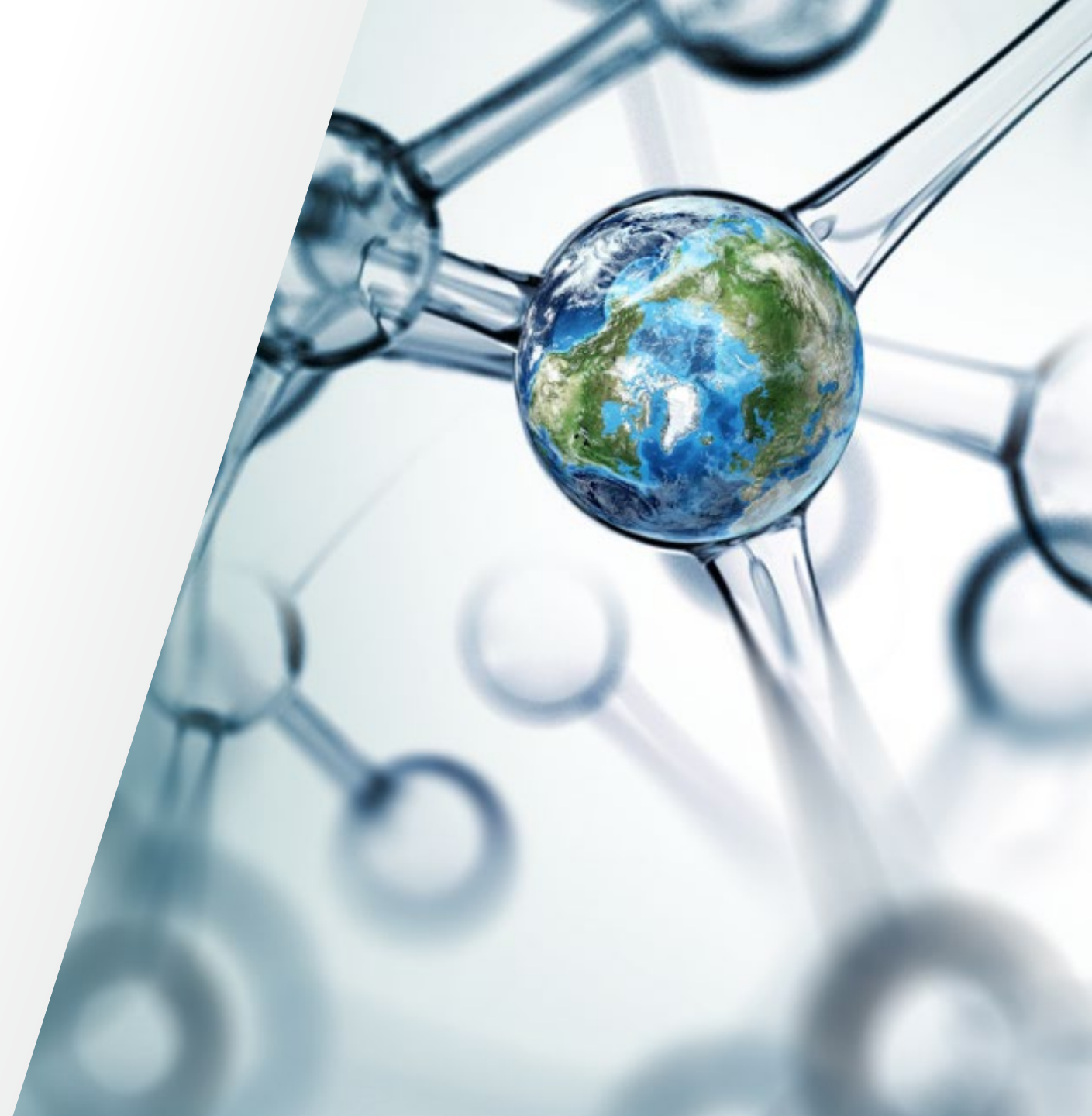


# B2B Overview

September 2020

 The world leader in serving science





Key digital areas that make up Thermo Fisher Scientific eCommerce

- 1. thermofisher.com (B2B and B2C)** a suite of digital tools that enable you to accelerate your research and boost your lab's productivity
- 2. Supply Centers** provide customers with quick, easy, and local access to a comprehensive range of lab consumables
- 3. Services marketplace** offers a single, integrated solution to securely source and engage with prequalified scientific service providers, including Thermo Fisher Scientific and thousands of third-party providers from the Science Exchange network
- 4. Inventory Manager by Unity Lab Services** offers tools to optimize inventory spend and usage

# Speeding Up The Buying Process

Manual Order



Thermofisher.com  
B2C

Punchout/  
Hosted B2B



## What is B2B?

- B2B: Business-to-Business, an electronic commerce transaction.
- Direct connection between procurement systems to provide a seamless transaction process
- Can automate procure-to-pay cycle with account specific pricing
- Provides access to research content, complete product information and product selection tools

Integrates with **many marketplaces:**







## Punchout

Allows a user direct access to the supplier's web site and product catalog from within the customer's own eProcurement application.

- There are punchout variations that can include:
  - Level II punchout (punchout + hosted catalog)
  - Supply Center Management System punchout

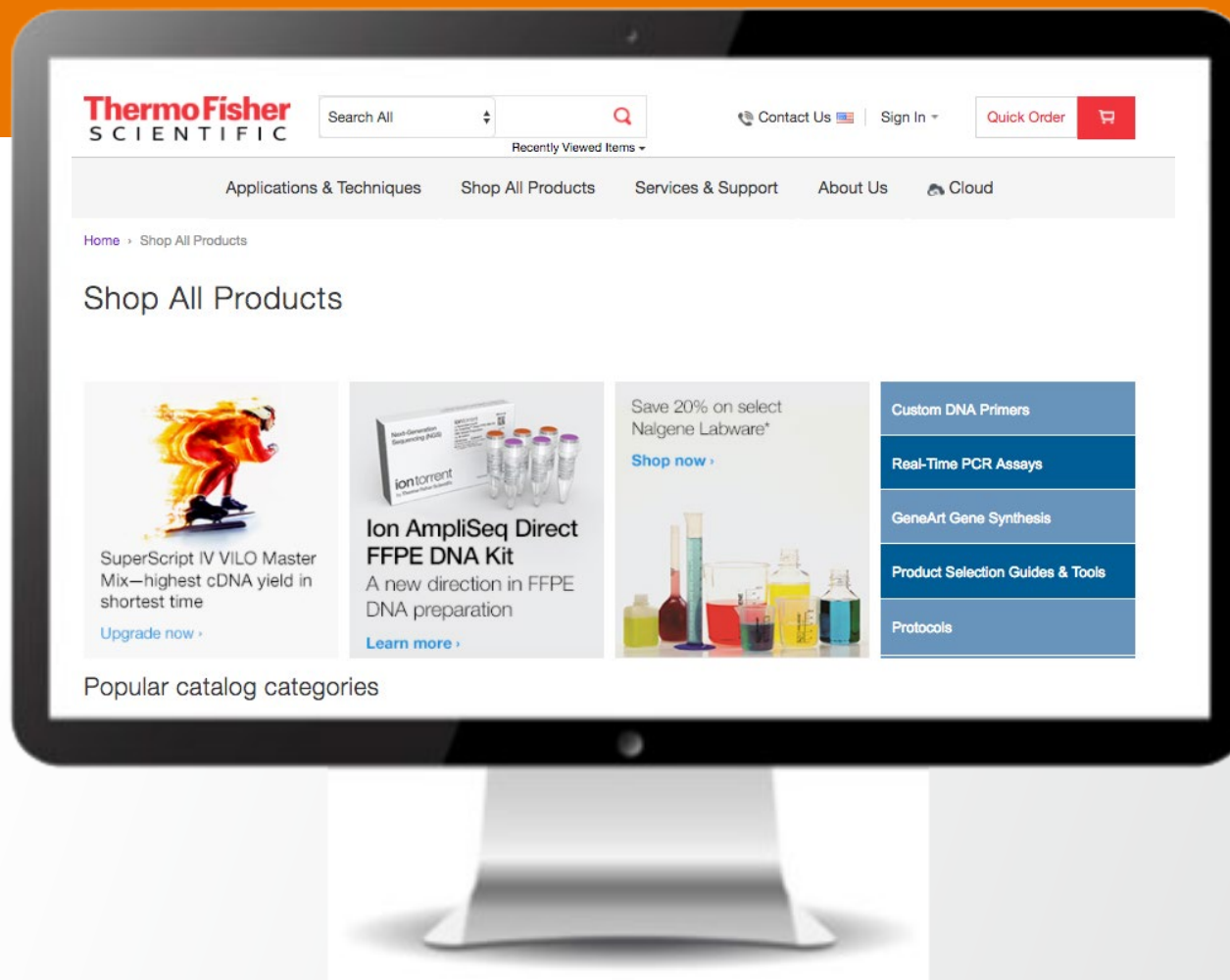
## Hosted catalog

A formatted file containing a list of products with customer-specific pricing that is maintained by Thermo Fisher.

# The value of thermofisher.com

Find the right products quickly and easily

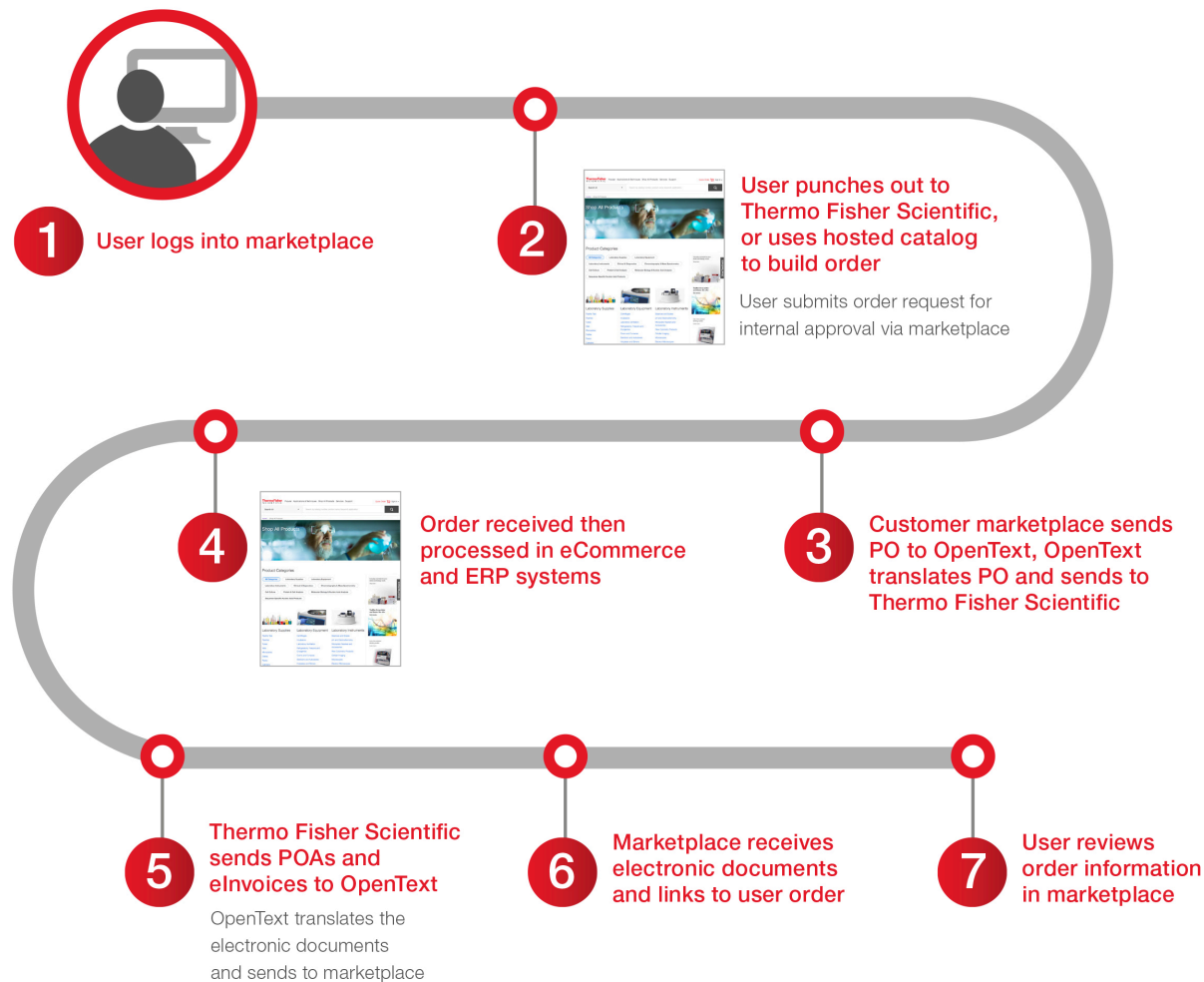
- **Guided search tools** help customers narrow the options
- **Configurators** help ensure that product results meet the scientific requirements
- A **connected account** gives customers access to the eCatalog, web-based Punchout, and full integration with eInvoicing
- **Support centers** contain a wealth of useful resources and answers to frequently asked questions
- **Learning centers** contain a library of educational assets, including application notes, handbooks and sourcebooks, webinars, white papers, how-to videos, case studies, scientific posters, product selection guides, and more





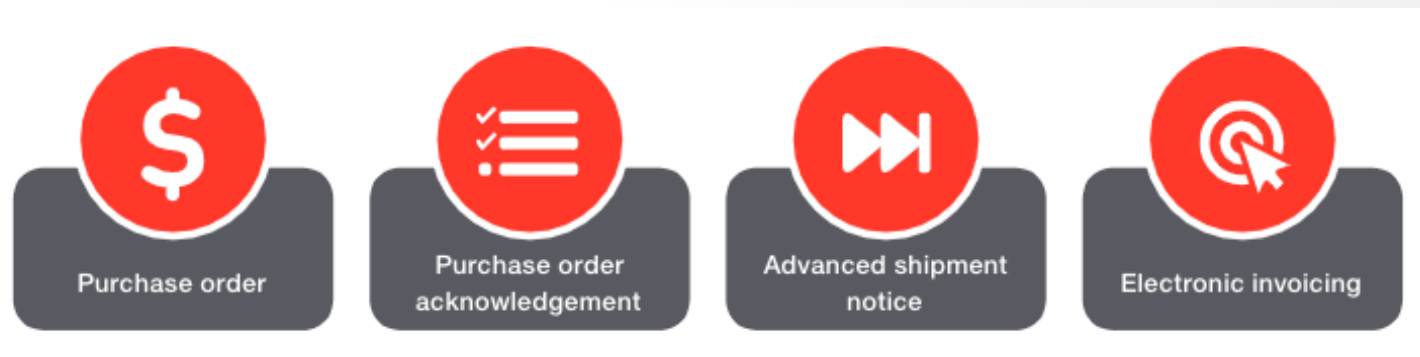
# B2B Buying Process – Punchout or Hosted

Speed | Simplicity | Transparency



Speed | Simplicity | Transparency

**eProcurement capabilities** are optimized digital solutions for commerce and order transparency. They provide our customers with a **seamless transaction process** that reduces cost, automates approvals, and gives customers the flexibility to access products and services whenever they need them.





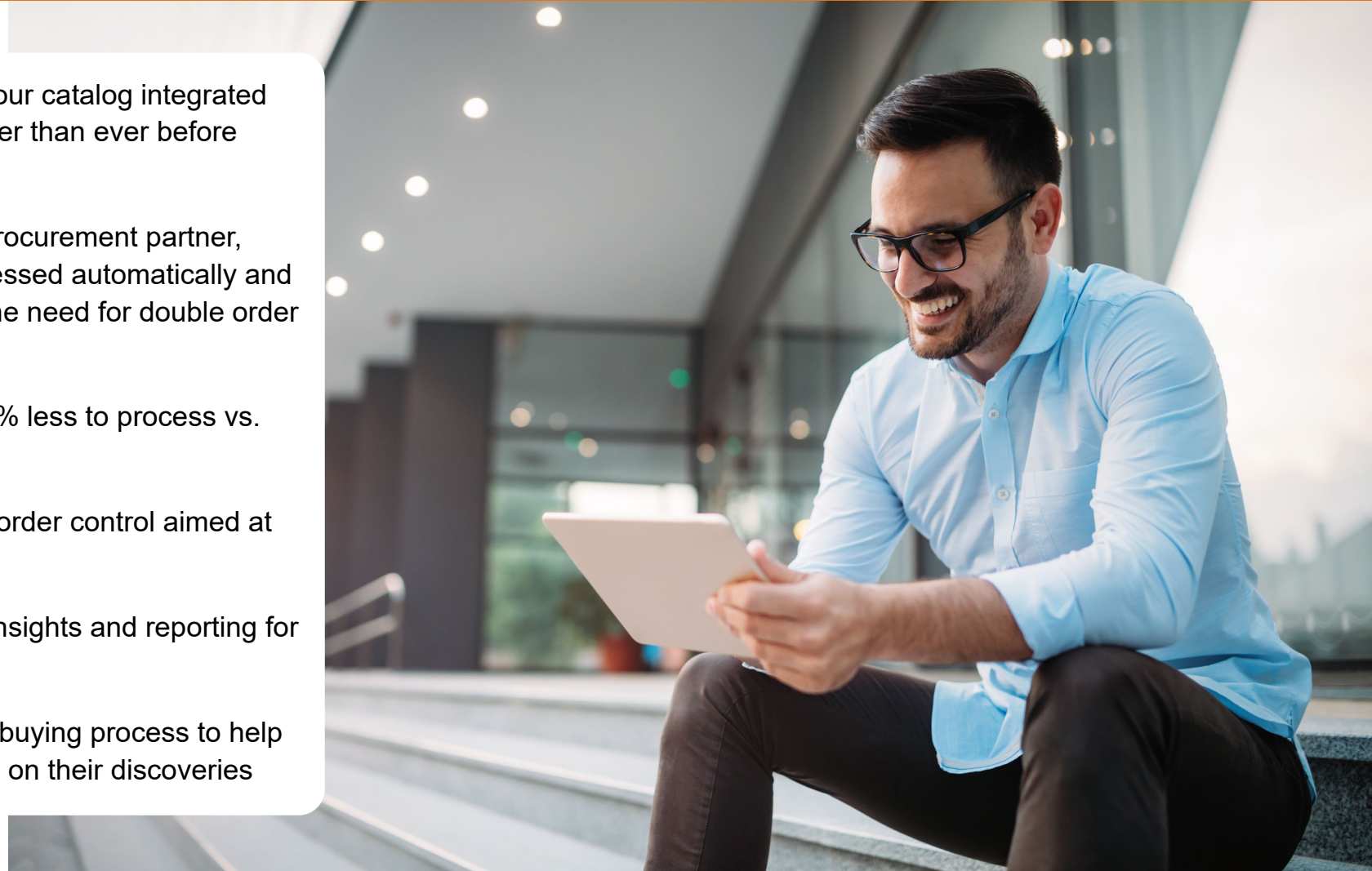
## Benefits for end user / lab manager



- **Increased efficiency** – A one-stop-shop with less manual intervention giving you more time for accelerating your most important work
- **Traceability** – Know where your order is with saved carts, POs, shipment notifications as well as order history, and more
- **Shopping tools** – Tied to your procurement system, our online research tools, selection guides and product guides ensure you have the right product available 24/7
- **Extend your budget** – real-time customized pricing, availability information plus the ability to redeem quotes to maximize any budget
- **Go green** – achieve greater environmental stewardship with product alternatives that are less hazardous, are more energy-efficient, and create less waste with sustainable packaging and shipping materials

## Benefits for procurement manager

- **Creating value for your organization** – with our catalog integrated into your procurement system, ordering is easier than ever before allowing your business to grow
- **Faster procure to pay cycle** - with the right procurement partner, orders and invoices can be received and processed automatically and can include shipment notifications, removing the need for double order or manual order entry
- **Improved profitability** - online orders cost 75% less to process vs. phone or fax orders
- **Partnership** - consolidated vendors for better order control aimed at reducing tail end spend
- **Improved visibility** – providing concise data insights and reporting for superior spend management
- **Compliance** –product catalogs customize the buying process to help ensure your scientists have more time to focus on their discoveries





## Benefits for sales teams and customer

- **Increase run rate** - in-cart digital marketing exposes your customer to a full portfolio of product to assist in their experiments and projects resulting in increased sales for you
- **Streamlined process** – Self-service tools for the customer means less pricing discrepancies and less manual administration so you can focus your resources on introducing new products and services and get more time in the field
- **Account relationship and partnership** - Help your customers customize their shopping experience to give you insights into their buying history, pricing and preferences enhancing their customer journey and giving you the ability to grow your account relationship

