

# Xoomworks implements Coupa Source to Pay at Eircom



Client: Eircom  
Size: 3,500 employees  
Project: Coupa Source to Pay

Eircom collaborate with Xoomworks to transform their procurement operations by mitigating risk, increasing control and realising savings, whilst streamlining their processes with Coupa Spend Management.

## The Challenge: Increase realised savings, more efficiently

Eircom, Ireland's largest provider of fixed, mobile and broadband telecommunications services, wanted more value from their procurement operations. The long lead time to create and approve contracts and requisitions meant Eircom often missed out on negotiated discounts.

Eircom also needed to mitigate risk by comparing spend against budget at the time of request, not after the spend had been committed or even invoiced. Finally, both the procurement and accounts payable processes were manual with transactions re-keyed at requisition, purchase order and invoice stage.



## The Solution: Xoomworks and Coupa

After a rigorous selection process, Eircom selected Coupa's spend management solution as it covered the full, end-to-end Source to Pay process and uses a familiar, shopping cart user interface that is easily recognisable to users.

The ability to easily configure workflows, which can then be approved on-the-go via mobile devices, helped to speed up the whole process.

As Coupa's 'go-to' partner for procurement services, Xoomworks was selected to implement and integrate the solution for Eircom. Xoomworks specialises in procurement transformation, and with 14 years procurement experience is Coupa's European and Middle East partner.

Eircom had undergone a significant "right-sizing" programme during the economic downturn,

meaning the efficiencies forecasted by the project couldn't come soon enough.

Xoomworks and Eircom quickly devised an implementation plan based on a two-phased approach:

**Stage 1:** Contract creation and approval lead-times were a major issue at Eircom. Implementing this process in Coupa first delivered quick wins in a number of ways.

Firstly, the approval of contracts often involved senior executives. Exposing them to the solution early on, particularly mobile approvals, provided a positive start and goodwill for the rest of the project.

Secondly, efficiencies were realised from day one which in turn sped up the process, allowing

Eircom to realise the savings negotiated in their contracts.

**Stage 2:** The remaining areas of the process, Procure to Pay and Sourcing were implemented. This phase focused on the people that the project would affect. Automating the purchase order and invoice processes meant that procurement and accounts payable teams could be up-skilled and cross-trained to perform more value-added tasks:

- ✓ Spend analysis and running sourcing events
- ✓ Supplier Relationship Management
- ✓ Exception handling and early payment discounts

"Ordering the services we need at work on a Monday morning became as easy as ordering a book from Amazon on a Sunday night"

## The Impact: Significant benefits were immediately achieved

- ✓ Approval cycles reduced from weeks to hours, meaning negotiated discounts could be realised
- ✓ Annual procurement savings target achieved ahead of time
- ✓ Improved business intelligence and spend analysis allowing better decision making and highlighting sourcing opportunities
- ✓ Invoice exceptions cut in half, which in turn increased on time supplier payments dramatically and fostered better supplier relationships
- ✓ Supplier collaboration through the use of supplier self-service network, electronic transactions and more accurate and up to date information

**"Xoomworks brought not only a deep understanding of the Coupa system and an in-depth knowledge of the Procurement function and Procure to Pay processes but also crucially an innovative and flexible implementation program and a highly skilled team to execute it"**

*Aidan O'Dea, P2P Manager,  
Eircom*

## About Xoomworks

Xoomworks is a niche consultancy and outsourcing company that specialises in Procurement and Business Intelligence. Staff are based in UK and Europe and consist of technical, business and behavioural consultants, and senior procurement staff. Our Complete Procurement proposition addresses both the mechanics and behaviours of Procurement that drive the greatest value for organisations.

Interested in finding out more about Xoomworks Procurement?

Call us now on +44 20 7400 6120 or send an email to [procurement@xoomworks.com](mailto:procurement@xoomworks.com)  
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