

Global IT Services company engages Xoomworks and Coupa for new spend management solution



Client: Global IT Company

Size: 24,000 employees

Project: Coupa Spend Management

Xoomworks collaborated with a global IT Services and Infrastructure company to implement Coupa's spend management solution and transform its purchase-to-pay operation

The Challenge: Global scale and tight deadlines

A global IT Services and Infrastructure company wanted to gain greater control of their spend and fully automate their purchasing processes.

The solution also needed to connect easily to their key suppliers, as well as integrate with various systems such as invoicing, SAP Finance and asset management.

With 8 languages across 13 countries and 18 business units, it was imperative that the end to end solution went live within 3 months from project kick-off – in time for the start of their next financial year.



The Solution: Coupa spend management and Xoomworks expertise

After a rigorous selection process, the Coupa spend management solution was chosen as it covered the end-to-end Procure to Pay (P2P) process and uses a familiar, shopping cart based user interface that is easily recognisable to users.

Coupa can be rapidly implemented and links easily with the types of finance and asset systems

required here. Another key factor was the use of the free "Coupa Supplier Network" (CSN) which allows suppliers to submit electronic invoices without the need for complex integration.

This means suppliers can 'flip' purchase orders into electronic invoices. These are then auto-

matically processed and made ready for payment.

Xoomworks was brought in as an implementation partner and worked closely with stakeholders, a client project manager and key personnel, quickly designing a rapid 3-month implementation plan that included all required integration.

"Xoomworks are flexible and agile. They have a great reputation and we really felt they understood what makes us tick.

We found their suggestions very helpful. They always informed us of the implications of any decisions we were making and gave us confidence in the project.

We will certainly plan to use Xoomworks again in the future."

Bettina Wietzel-Skakowski
CPO, Commerzbank

"Xoomworks are flexible, have a 'can-do' attitude and they are absolutely committed to making sure the project is successful!"

Key Implementation Components

The full implementation was ready for go-live ahead of schedule and under three months from kick-off.

It consisted of a number of components including:

- ✓ Coupa's requisition to pay module
- ✓ Multiple integration with SAP – suppliers, POs, accounts, and goods receipt notes
- ✓ Integration with 3rd party invoicing system
- ✓ Bespoke functionality and forms created to handle client's asset management process
- ✓ Over 35 custom approval chains set-up with relevant controls to ensure spend and budget compliance
- ✓ Five punchout catalogues across four countries
- ✓ Testing, training and supplier enablement

The project also included significant effort in collating and cleansing the relevant data so that information was 100% accurate at day one.

The Impact: Efficiencies and Savings Identification

Creating a P2P function using Coupa opened up a new cost effective, highly efficient way in which the company ordered their goods and services and analysed spend.

Going-live across all 13 countries at the same time also meant everyone was benefitting from the new solution from day one.

- ✓ Efficiency gains including the removal of thousands of manual touchpoints, allowing staff to focus on more value-added activities
- ✓ Better decision making through improved data quality
- ✓ Control and visibility of requisitions / expenditure against budgets
- ✓ Better visibility of suppliers and products and reduced contract leakage through punchout sites and better spend control
- ✓ Real-time management information with mobile access
- ✓ High end-user adoption and satisfaction

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?

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