

Bourne Leisure uses Xoomworks to implement Coupa



Client: Bourne Leisure
Size: 11,000 employees
Project: Coupa Spend Management

Xoomworks collaborated with Bourne Leisure to implement Coupa's spend management solution and transform its purchase-to-pay operation

The Challenge: Complex spend and multiple brands

Bourne Leisure – one of the UK's largest leisure companies – wanted better visibility of spend, more automated processes, and greater synergies across their three very distinct brands.

The organisation is split across 50 sites with 11,000 employees - the purchasing and payables functions working largely independently within each brand and many of the employees having limited exposure to IT systems. Additionally, there are a large number of suppliers, most of whom only service one of the three brands, and many who supply business critical products such as food and beverages.



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.

Another key factor was the use of the "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 automatically processed and made ready for payment.

Xoomworks was brought in as an implementation partner and worked closely with stakehold-

ers, a client project manager and key personnel, quickly designing a four-phased rapid deployment of Coupa.

This controlled approach reduced risk and ensured the purchase processes, business rules and user training were fully tested within Phase One prior to the roll-out of the subsequent phases.

"The procurement and system expertise and experience that Xoomworks were able to bring to our P2P implementation programme was of immense value. They really listened to our questions and took the time to understand our business, as well as our needs and objectives, which in turn ensured that we configured the system in a way which best worked for us. We are very happy with the relationship we now have with Xoomworks as they have been flexible, open and honest, and have always acted professionally and with integrity."

Mel Jeffrey,
Head of Purchasing,
Bourne Leisure

"Xoomworks are down-to-earth, flexible and innovative. Their in-depth Procurement knowledge allowed us to achieve the goals we needed."

Four-phased approach to reduce risk

The initial phase was a 20 week project roll out at head office and created the building blocks for future phases covering the procure to pay process, integration with existing systems, UAT and training of 300 users.

Key suppliers were identified and fed into a supplier enablement programme. They were encouraged to use the free Coupa Supplier Network to reduce the

volume of paper invoices allowing the Accounts Payable function to run with more efficiency.

Accounts Payable was consolidated into a single, head office function to further maximise efficiencies. The Coupa system was configured to meet the client's procurement requirements and all training materials were created to reflect this. It was especially important that the training was tailored to suit each

department to ensure user adoption ran smoothly. The result was a group of confident users who were also able to promote the benefits and use of the system.

Phases 2–4 focused on the remaining brands and repeated the essence of phase 1 with approaches tailored to the different business demands of each brand.

The Impact: Efficiencies and Savings

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.

It also created the strategic sourcing opportunities for the future, so that significant savings and economies could be achieved across the supply base.

- ✓ Efficiency gains including the removal of thousands of manual touchpoints, allowing staff to focus on more value-added activities
- ✓ Direct and indirect purchases covered
- ✓ Control and visibility of requisitions/expenditure against budgets
- ✓ Visibility of suppliers/products and reduced contract leakage
- ✓ Real-time management information with mobile access
- ✓ Savings opportunities through consolidation of suppliers and sourcing opportunities
- ✓ 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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