

## CASE STUDY

# Implemented Spend Management System with NetSuite and Coupa

### Introduction

A leading American company specializing in manufacturing cleaning products sought to streamline its financial operations and improve spend management across its global footprint. Operating across North America, Latin America, Europe, the Middle East, Africa, and Asia Pacific, the company faced challenges in scaling its Accounts Payable (AP) processes, achieving spend visibility, and managing compliance across multiple countries.

To address these issues and align with the company's strategic objectives, Nsight implemented Coupa, a leading spend management platform seamlessly integrated with the client's existing systems, including NetSuite.

### Project Objectives

The project aimed to implement Coupa with features designed to meet the client's short-term operational goals and long-term strategic objectives. Specific goals included:

1. Providing **end-to-end spend** visibility at both consolidated and country levels.
2. Streamlining and automating **AP processes** to reduce manual effort and approval times.
3. Ensuring the solution's **scalability** to support future growth and expansion.
4. Achieving compliance with multi-country regulations.

### Challenges Faced by the Client

#### 1. Limited Spend Visibility

The client sought fragmented systems that offered limited insight into overall and region-specific spending.

The need for more visibility could have improved effective decision-making and spending control.

#### 2. Lack of AP Processes

The company's AP processes were manual and inefficient, leading to delayed invoice approvals and higher operational costs.

Inconsistent workflows created bottlenecks and resulted in errors.

#### 3. Scalability Issues

As the company expanded, its legacy systems could not handle increased transaction volumes.

The need for more scalable systems posed a risk to future growth and efficiency.

### Nsight's Approach

Nsight adopted a structured, client-focused approach to overcome these challenges. Key steps included:

#### 1. Coupa as the Primary Tool

Coupa was chosen for its superior spend management capabilities and seamless integration with the client's existing applications, including NetSuite.

The platform's scalability and robust feature set made it ideal for addressing the client's AP and spend management challenges.

#### 2. Comprehensive Needs Assessment

Nsight thoroughly analyzed the client's existing workflows, systems, and pain points.

The assessment focused on identifying gaps in AP processes, spending visibility, and compliance management.

#### 3. Phased Implementation

Nsight implemented **Coupa Procure**, which is tailored to the client's needs, ensuring smooth adoption and minimal disruption.

Coupa Invoice handling was integrated to manage vendor invoices, credit memos, and debit memos.

## Solutions Implemented

Nsight delivered a robust spend management solution by addressing key pain points with the following implementations:

### 1. Integration with Spend Management Systems

Nsight's experts integrated Coupa with the client's existing applications to create a unified spend management ecosystem.

This integration enabled seamless data flow and consolidated reporting.

### 2. Implementation of Coupa Procure

**Coupa Procure** was implemented to automate the procurement process, reducing inefficiencies and manual interventions.

The solution provided intuitive workflows, ensuring compliance and streamlined approvals.

### 3. Enhanced AP Processes

Coupa Invoice handling streamlines invoice processing, allowing the client to manage vendor invoices and effectively handle credit and debit memos.

Approval cycle times for invoices were reduced to less than three days, improving overall efficiency.

## Key Benefits of the Engagement

The implementation of Coupa and the integration with NetSuite delivered measurable benefits:

### 1. Improved Multi-Country Compliance

The solution ensured compliance with diverse regulations across the client's global operations.

Automated workflows reduced the risk of errors and penalties associated with non-compliance.

### 2. Streamlined AP Processes

The client significantly reduced invoice approval cycle time from weeks to less than three days.

Automation reduced manual effort and enhanced accuracy in AP workflows.

### 3. Full Spend Visibility

Consolidated reporting enabled end-to-end spend visibility across all regions.

This insight empowered the client to identify cost-saving opportunities and make informed decisions.

### 4. Digitization of Spend

Approximately 85% of the client's spend was digitized, reducing paperwork and improving process efficiency.

Digitization also enhanced data accuracy and accessibility.

### 5. Scalability for Growth

The implemented solution provided the scalability required to support the client's growth and increasing transaction volumes.

## Implementation Highlights

### 1. Detailed Assessment and Planning

Nsight began the project with a comprehensive assessment of the client's existing processes and systems. This included:

Interviews with stakeholders to identify pain points and goals.

Mapping of current workflows to highlight inefficiencies.

### 2. Tailored Coupa Implementation

The Coupa Procure module was customized to address the client's specific needs, including:

Automated purchase order generation and approvals.

Integration of vendor catalogs for streamlined procurement.

### 3. Seamless Integration with NetSuite

Nsight ensured seamless integration of Coupa with the client's NetSuite system, allowing for:

Real-time data synchronization.

Unified reporting for both procurement and financial operations.

### 4. Training and Support

Nsight provided comprehensive training to the client's teams, ensuring smooth adoption of the new system. Ongoing support was offered to address any challenges during and after implementation.

## Results Achieved

The collaboration between Nsight and the client resulted in a transformed spend management and AP ecosystem:

### 1. Enhanced Efficiency

AP processes were streamlined, reducing invoice processing times by over 50%.

Automation reduced manual interventions, freeing up resources for strategic tasks.

### 2. Greater Spend Control

Consolidated spending visibility enabled the client to monitor expenses effectively and enforce budget compliance.

Real-time insights allow for better forecasting and cost management.

### 3. Compliance Assurance

The system ensured adherence to multi-country regulations, reducing compliance risks.

### 4. Digitized Operations

The digitization of 85% of spend improved data accuracy, accessibility, and sustainability.

### 5. Future-Ready Scalability

The solution provided the scalability required to handle the client's ongoing growth and increasing transaction volumes.

## Conclusion

Nsight's implementation of Coupa and integration with NetSuite transformed the client's spend management and AP processes. The tailored solution addressed critical challenges, enabling the client to achieve significant operational improvements, including reduced cycle times, enhanced compliance, and complete spend visibility.

This case study highlights the value of adopting robust, scalable tools like Coupa to streamline operations and align with strategic objectives. Nsight's expertise in spend management and system integration ensured the client was well-positioned for sustained growth and success.

## Key Takeaways

### 1. Integrated Ecosystem:

Seamless integration of Coupa with NetSuite enabled real-time data flow and unified reporting.

### 2. Operational Efficiency:

Automation reduced manual effort, improved accuracy, and shortened approval cycles.

### 3. Enhanced Visibility:

Consolidated spending reporting provided actionable insights for better decision-making.

### 4. Scalability:

The solution's scalability supported the client's expansion and future growth.

### 5. Compliance Management:

Automated workflows ensure compliance with global regulations.

**Are you looking to optimize your spend management processes? Contact Nsight today to implement innovative solutions tailored to your business needs!**

[Contact Us](#)

 [marketing@nsight-inc.com](mailto:marketing@nsight-inc.com)

 4633 Old Ironside Drive Suite 306 Santa Clara, CA - 95054