

Customer Case Study



"Coupa is the Holy Grail. We vetted a lot of vendors and found that Coupa Expenses not only had the features that we needed but also was already integrated with our existing procure-to-pay platform. No other system gives you complete visibility and control over all of your spend. Plus our employees love it!"

—Hyrum Kirton, VP of Procurement

QUICK INSIGHTS

Industry: Healthcare
Revenue: \$200-500 Million (Private)
Geography: US
Employees: 5,000 to 10,000 (Private)

Spend Managed in Coupa
Over \$108M in last 12 months

Solutions
Expenses & Procure-to-Pay

Why Coupa
As Avalon grew, it needed a solution to manage its unsustainable expenses program

Key Challenge

- Expenses was a compliance nightmare due to users not following policy and wasting money
- Resources were being tied up by managing Avalon's complex expenses process, involving corporate pay and corporate credit cards
- Avalon was facing rapid growth, including expanding skilled nursing staff by 25%

Coupa at Avalon

- Avalon saved 10% immediately by controlling fraud and abuse
- Employee satisfaction increased due to the ease of using Coupa Expenses
- Avalon was able to redeploy one FTE from expenses to other accounting needs

OVERVIEW

Avalon Health Care is a post-acute care provider and the premier health care service provider in 5 western states and growing. Avalon cares for the people that are the most vulnerable and need the most assistance.

BEFORE COUPA

Accounts Payable was managing a complex corporate pay & credit card program and employees were making purchases without proper oversight. According to Hyrum Kirton, VP of Procurement, "it was a nightmare." Avalon vetted several expenses vendors and chose Coupa because of its feature set and because Coupa alone provides a complete view of spend.

WITH COUPA

Avalon implemented Coupa Expenses in one week and immediately realized significant savings, control over spend, and other benefits.

INTELLIGENCE

According to Hyrum, "Coupa's ability to track mileage on the phone, capture receipts on the go, show approval chains, and more all contributed to incredible acceptance by our employees, who love using Coupa. It's so easy! Coupa was able to instill in our employees a culture of stewardship over money – it was a meaningful change in the way that people thought about expenses beyond just travel."

AGILITY

Coupa has enabled Avalon to scale rapidly. Avalon added 25% of its staff in one month, and Coupa grew with the company. Hyrum is impressed with Coupa's agility: "Coupa has given us a lot more business agility when we make acquisitions. The user-friendly interface means we can get people on our standard systems without a lot of training and time."

COMPLETE VISIBILITY

With Coupa's complete platform, Avalon can manage all spend in one place. Hyrum comments, "No other system is as powerful. We put every invoice, every expense, and every charge through the system. We can use Coupa's wonderful reporting engines to look at anything that we want to in real-time and make decisions."

THE RESULTS

Hyrum raves, "we saved an immediate 10% just off of fraud and abuse, all while achieving higher employee satisfaction. By automating much of our expenses program, Coupa Expenses enabled us to redeploy a full-time person in accounts payable for other accounting efforts."