



Industry Healthcare

Geographies United States

Employees 7,800

Challenges

- Spend visibility and control
- Fragmented expense systems
- Difficult to scale processes
- Contracts and compliance

Solution

- Coupa Expenses
- Coupa Invoicing
- Coupa Contracts
- Coupa Procurement
- Coupa Analytics

Results

- **\$12M+** saved in 2 years
- **\$108M** processed through spend platform
- Avoided **\$500M** in unnecessary spend
- **\$100,000+** saved from early payment discounts
- **100,000** invoices and **12,000** POs processed in 12 months

AVALON SAVES BIG WHILE SCALING WITH COUPA

\$12M savings over 2 years and \$500M rejected spend

Key Objectives

- Control of business spend
- Expense management
- Spend Visibility & Compliance
- Business agility and growth
- Integration with Sage ERP
- Operational efficiency

A Good Problem To Have: Growing Fast Without Visibility

Avalon Health Care Group, a major senior living provider with 80 locations throughout the United States and nearly 8000 employees, was facing a serious challenge. They were struggling to manage business spend across 70 existing locations and were about to add 10 facilities.

Avalon couldn't support their rapid business growth with the existing fragmented spend processes while ensuring regulatory compliance and minimizing wasted dollars. It was time to ditch paper P2P and expense processes and go digital with a Business Spend Management platform.

Avalon Selects Coupa as its BSM Partner

Avalon looked for a cloud-based Business Spend Management (BSM) platform that allowed employees to connect from the office or via mobile for procuring, expenses, and more. The BSM processes also had to work seamlessly with their existing Sage ERP and require minimal training to adopt.

Avalon selected Coupa's BSM Platform for its scalability, comprehensive suite of applications, and ease of use (by employees and suppliers alike).

AVALON WINS WITH COUPA BUSINESS SPEND MANAGEMENT

Saving While Scaling the Business

Avalon easily scaled their Coupa solution to accommodate a 25% growth in their skilled nursing division, which included acquiring 10 new facilities. An expansion that normally would have required months of administrative work and training only took 30 days and no additional headcount.

Success with a "Single Pane of Glass"

With Coupa, Avalon said "goodbye" to siloed data hidden in filing cabinets and "hello" to centralized visibility with aggregated information and actionable insights. Now, Avalon processes \$108 million through the platform, including 100,000 invoices and 12,000 purchase orders in the last 12 months.

"We put every invoice, expense, and charge through the system, so we have a single pane of glass view with all of Coupa's wonderful reporting engines to look at anything in real-time," Hyrum Kirton, Vice President of Procurement reported.

\$500 Million Unnecessary Spend Avoided

With a new culture of financial stewardship and the right approval process in place, employees rejected \$500 million in unnecessary spend, while cracking down on expenses fraud and abuse for 10% savings.

Every Dollar Counts: \$12M Saved in Two Years

Now, Avalon is proactive about managing vendors, contracts, and payments, resulting in \$100,000 saved with early payment discounts alone. And Avalon vendors have reached and sustained 90% compliance.



"Coupa provides immeasurable value in knowing when to make the right decisions with a single pane of glass view."



—Hyrum Kirton,
VP of Procurement,
Avalon Healthcare

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