

## Customer Case Study



### QUICK INSIGHTS

**Industry:** Business Services

**Revenue:** \$1.4B

**Geography:** US, Global

**Employees:** 101,000

#### Expenses Spend (2016)

\$11M and rapidly growing

#### Solutions

Expenses & Procure-to-Pay

#### Why Coupa

Concentrix was spun out from IBM and needed a flexible, intuitive system to get its spend under management quickly

#### Key Challenges

- Frequent M&A activity resulted in spend occurring in many places
- Manual expenses process led to reduced visibility and compliance capabilities
- Global organization operates in 25 countries and multiple languages

#### Coupa at Concentrix

- Accessible across thousands of users in 25 countries and multiple languages
- Helped AP to identify non-compliant spending
- Saved costs by bringing visibility into spend that can be moved into negotiated contracts in emerging markets, such as China

“In a company that's siloed and growing (we're adding 21,000 people next year), you need to be able to leverage resources and have a system that people can access from anywhere.”

—Curt Metzger, Director of Finance

### OVERVIEW

Concentrix is a global provider of business services. Bringing strategy and execution, Concentrix deploys capabilities and assets to improve revenue generation, customer experience and service optimization for companies.

### BEFORE COUPA

Concentrix had limited visibility; expenses were manually captured in the AP register, and administrators had limited controls. Users were wasting time by filing manually and being unable to submit while on-the-go.

### WITH COUPA

Concentrix is a global provider of business services. Bringing strategy and execution, Concentrix deploys capabilities and assets to improve revenue generation, customer experience and service optimization for companies.

#### ADOPTION

When spinning off from IBM, Concentrix needed to implement a new spend system quickly and chose Coupa for its flexible and intuitive nature. As a centralized tool with high user adoption, Coupa has many strengths.

#### COMPLIANCE

Curt mentions, “Coupa is an electronic, cloud-based interface that gives an audit trail. What's being spent? Where are the receipts? Who's approved it? Is there a note?” In particular, “we can centralize the controls. AP can stop payments that aren't compliant.”

#### VISIBILITY

Curt continues, “the majority of the expense reports are captured in one system, so we can run various metrics. It also works well to have procurement and expenses in one place. AP creates a dashboard to see what's trending, who's spending what, what regions are spending the most. That gets published to the executive team.”

### THE RESULTS

**Through global adoption that enables central spend management, Coupa allows Concentrix to identify compliance and cost issues.**

Curt explains, “once we were able to look at Expenses in one place, it was clear that certain people were still traveling business class and utilizing expenses that were not in policy.” In decentralized markets, Coupa was especially helpful. “In China for tax season and meals, everyone was driving their own spend and going wherever they wanted. To fix that, we got them on vendor contracts as opposed to expense reports. Had we not seen so many expense reports in China, we wouldn't have found this issue.”