

ARMSTRONG WORLDWIDE INDUSTRIES

REDUCING PROCUREMENT PROCESS TIME BY 84%

**CUSTOMER**

Armstrong Worldwide Industries

**LOCATION**

Lancaster, PA

**INDUSTRY**

Real Estate & Construction

**COMPANY SIZE**

5,000 +

Armstrong World Industries is a leading manufacturer of flooring, ceilings and cabinets for residential and commercial construction. Coupa spoke with Scott Cooper, Vice President of Global Procurement about how Coupa helped Armstrong reduce requisition processing time by 84%, among other things.



“ WE’VE NOW DEPLOYED IN CHINA. WE DEPLOYED IN INDIA, AND WE’RE IN PROCESS OF LOOKING AT DEPLOYING IN RUSSIA AND OTHER PARTS OF EASTERN EUROPE. COUPA IS A TOOL THAT CAN REALLY BE USED ACROSS CULTURES, ACROSS GEOGRAPHIES, ACROSS CURRENCIES.”

SCOTT COOPER, VICE PRESIDENT, GLOBAL PROCUREMENT

Coupa: Tell us about your role at Armstrong Worldwide Industries.

Scott: I’m Scott Cooper, the Vice President of Global Procurement at Armstrong Worldwide Industries. We are a building products company based in Lancaster, Pennsylvania. I have responsibility for global procurement, covering North America, Europe and Asia, with dedicated teams based in all locations.

Coupa: What was the pain point you were trying to address with Coupa?

Scott: We had really no visibility to our indirect spend. The two main issues we were trying to resolve within Armstrong were both globalizing our spend and globalizing our procurement management. Coupa addressed these and other concerns we had, including the approval and procurement process and supplier on-boarding. Before Coupa, we had very manual systems and processes in our corporate headquarters, and that process only got worse as you traveled around the world and away from headquarters.

SUCCESS METRICS

- ▶ Increased spend under management from 56% to 88% in 3 years
- ▶ Eliminated 20 disparate systems in 3 months
- ▶ Completed roll out to China in 1 month
- ▶ Reduced Procurement Process Time by 84%

"Coupa is a cost-effective solution with a quick go-to-market response that meets our needs. It's truly a global solution."

**SCOTT COOPER, ARMSTRONG
WORLDWIDE INDUSTRIES**

Coupa: Are there measurable metrics in the difference that Coupa has made to the organization?

Scott: The biggest benefit we've seen after deploying Coupa is its direct impact on the time-to-process cycle. Before Coupa, it took 81 days on average for a requisition to go through the process. Since we've deployed Coupa, our average cycle time now is down to 13 days - from requisition all the way through to supplier being ready to pay. And in many cases, it happens in one day. So really, the cycle time has been a great improvement.

Coupa: How would you describe the implementation process?

Scott: Working with Coupa is very enjoyable. They are a very dynamic company that is very responsive to our needs. The team from Coupa listens to our requirements, understands the gaps we have and works quickly to fill those gaps with new software solutions or creative workarounds to keep the spend flowing and keep the procurement managing. It's been really interesting and really fun working with the Coupa team.

Coupa: What was Coupa's biggest advantage that led to rapid deployment and user adoption?

Scott: We found, across the board, the tool was very easy to use. We've now deployed in China. We deployed in India, and we're in process of looking at deploying in Russia and other parts of Eastern Europe. Coupa is a tool that can really be used across cultures, across geographies, across currencies. It really meets the need we have for managing our spend well.

Coupa: Have there been other immediate benefits to Coupa's deployment for Armstrong?

Scott: Having the tool rolled out to a larger user base, both in North America as well as across the globe, I'd say it gives us great visibility to the spend and helps us manage it probably in a fashion that we couldn't do without a system like Coupa. It makes it much easier to analyze and look at spend from a more strategic perspective to decide if there's other ways you can negotiate.

Coupa: Since Armstrong operates around the globe, was Coupa's mobile access an important part of your decision to choose Coupa as your spend management solution?

Scott: Having Coupa available on mobile is a huge plus for the approvers. Having the ability to do one-touch or two-touch approval from your mobile device anywhere in the world, is really a huge plus. Coupa takes away the gap or push back from approvers when they come and say, "It's difficult for us to use that tool." That's not an excuse they can use with Coupa.

Coupa: How has Coupa been to work with? Do you receive the kind of support you need to keep things going smoothly?

Scott: Coupa's customer support team - really, it's a customer success team - has been very responsive to our requests and realistic about finding solutions. We have been a reference account for Coupa and are happy to do so - and that's based largely on how well the team has supported us at Armstrong and responded to our needs. I believe Coupa really does care about our success.

Coupa: What's the simplest way you could describe Coupa to your peers?

Scott: Coupa is a cost-effective solution with a quick go-to-market response that meets our needs. It's truly a global solution for Armstrong Worldwide.

Coupa: That sounds great, but can you boil Coupa down into just one word?

Scott: Sure, Coupa is awesome.