## Uniting Business Spend Processes Delivers Visibility and Savings

Distributed company saves $16M in 2 years, exceeding goals

<table>
<thead>
<tr>
<th>Industry</th>
<th>Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geographies</td>
<td>Australia</td>
</tr>
<tr>
<td>Employees</td>
<td>7,500</td>
</tr>
<tr>
<td>Revenue</td>
<td>$1.7B</td>
</tr>
</tbody>
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### Key Objectives

- Transparent compliance
- Supplier management
- Cost control
- Digital transformation
- Spend management
- Operational efficiency

### Australian Unity Retires Paper for P2P Processes

Australian Unity is a mutually owned financial services company offering insurance, investments, and health services. With many offices throughout Australia, it was a struggle to coordinate vendors and speed up paper-based Procure-to-Pay processes while complying with government spend regulations.

The lack of efficient business spend management (BSM) processes meant dollars were left on the table, but it took all available resources just to keep things running. As the company grew in size and spend, it became clear they needed a unifying spend solution.

### Choosing Coupa for Spend Compliance and Savings

Australian Unity chose Coupa’s BSM platform for its accessibility and ease of use. Insurance agents, financial experts, on-the-go caregivers, and diverse vendors alike found it intuitive and effective.

The newly integrated BSM processes provided more transparency and demanded less heavy lifting of the finance team and suppliers while supporting the procurement, invoicing, and vendor management capabilities that other internal users needed.
Australian Unity Saves Millions, Improves Compliance with Coupa

$16M Saved in 2 Years, Surpassing Goal of Saving $11M in 4 Years
Just two years after implementing Coupa’s BSM solution, Australian Unity’s savings had soared to $16 million. This result exceeded all expectations; they had originally targeted saving $11 million in four years.

Digital Transformation for Invoicing Management
Within 12 months of introducing Coupa for BSM, 99% of all invoices were processed electronically. Out of the 7,000 invoices that Australian Unity handles monthly, only 40 are processed manually on paper today.

Finance Team Benefits from the “Protection” of Built-In Compliance
“The value that Coupa brings to our finance team is transparency. They can see who is approving, and what that spend is going to. It’s a governance protection for us as well,” reports Warren Dick, General Manager for Procurement.

Adoption Soars as Internal and External Users Jump on Board
Internal adoption surpassed the team’s expectations and Australian Unity’s suppliers were quick to use Coupa’s BSM technology as well. Today, vendors initiate 71% of Australian Unity’s invoices.

Our ability to transform rapidly in a fast-moving world has increased significantly since we’ve used Coupa.”

— Warren Dick, General Manager for Procurement