



Uniting Business Spend Processes Delivers Visibility and Savings

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

Industry Insurance

Geographies Australia

Employees 7,500

Revenue \$1.7B

Challenges

- Dispersed offices
- Regulation compliance
- Vendor management
- Paper-based processes

Solutions

- Coupa Procurement
- Coupa Invoicing
- Coupa Contracts
- Coupa Expenses
- Single Sign On

Results

- \$16M saved in 2 years
- 99% of invoices processed electronically
- 71% of e-invoices submitted via suppliers
- 7000 invoices processed per month

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

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Coupa Software (NASDAQ:COUP) is the cloud platform for business spend management. With \$570B of spend under management, Coupa serves companies of all sizes with the only comprehensive, open, user-centric, prescriptive and accelerated platform for spend management. Coupa's platform offers solutions for source-to-contract, procure-to-pay, expense management, supplier management, risk management and spend analysis. For more information, visit Coupa.com.