

## Implementation Services

Customers use Coupa to manage their Spend Management initiatives, delivering billions in savings, managing risk, and improving operating effectiveness for their businesses. Each customer works with the Coupa team to define their specific goals and the success metrics that will be used to monitor performance against those goals. Projects to implement Coupa products use these business goals and success metrics as the “true north” to keep all stakeholders focused on delivering measurable business value to their companies, and on identifying blockers and navigating the path of least resistance around those blockers.

**OUR PHILOSOPHIES**—are all rooted from our company’s first core value: Ensure Customer Success. Over the implementation and ongoing support of hundreds of successful customers, we’ve distilled the many lessons we’ve learned on how to ensure customer success into a few key tenets which we carry into each customer engagement:

- **Deliver Value Quickly**—we implement quickly and deliver results, so you can realize the return on your investment as quickly as possible.
- **We are not a Professional Services Company**—unlike a lot of other software companies, Coupa doesn’t look at implementations as a primary source of financial gain for the company. Our services delivery team is measured on successful implementations, not services revenue.
- **Partner Led**—Implementations are primarily led by experienced partners, from relatively straightforward projects to highly complex implementations supporting global transformation initiatives. The Coupa team liaises with partners to reviews plans and give advice on project and Spend Management best practices.
- **You Need Cloud Spend Management Expertise**—and you’ve got it with Coupa. Because everyone in the company focuses on one product, Coupa has best practices down. Our team of industry experts and practitioners are available to guide you through the process to implement successfully and quickly.
- **Core Model**—you can’t do everything at once. That’s why we recommend you roll out the platform in a phased approach, focusing first on core processes that can be used widely. Subsequent phases can take into account local or business unit specific requirements.

**OUR METHODOLOGY**—after over hundreds of successful implementations, we’ve got it down to a science—from your project kick-off all the way to Customer Success. Your unique business needs are our main focus. We’ve designed a full platform that requires no heavy lifting from your IT team, and distilled our approach into a four-step methodology to get your Coupa Cloud Service up and running fast

- **Mobilize**—soon after your subscription starts, you’ll hear from your Coupa Implementation Manager, and get access to your Coupa Sandbox environment. We’ll then jointly kick things off by establishing project governance, reviewing your success goals and metrics, and ensuring that your core team gets plugged into the training and documentation that they’ll need to be successful.
- **Model**—immediately the Mobilize phase, we’ll delve into the outcomes that you want to achieve with your business processes, advise you on best practices, and start mapping out Coupa configuration and integration plans. Next we’ll proceed with configuration and integration, as well as supplier enablement.
- **Validate**—after your solution is set up, we’ll plan and run a complete test plan including a User Acceptance Test (UAT). We will then formalize plans for end user training as well as cutover from any systems that were used previously.
- **Deploy**—after the system is fully tested and your users are trained, you will go live on Coupa and all of your end users and suppliers will start using the system. You’ll be well on your way to delivering measurable business value for your organization.

After Go Live you’ll transition to Coupa Customer Success, where you’ll have full access to our [Success Programs](#) to ensure you’re completely successful.