

WORLD VISION INTERNATIONAL

WITH COUPA, WORLD VISION INTERNATIONAL FINDS
A PARTNER THAT SPEAKS THEIR LANGUAGE

	CUSTOMER World Vision
	LOCATION Monrovia, CA
	INDUSTRY Non-Profit
	COMPANY SIZE 5,000 +

World Vision is a Christian relief, development and advocacy organization dedicated to working with children, families and communities to overcome poverty and injustice. Its 46,000 staff members in nearly 100 countries are committed to working with the world's most vulnerable people, regardless of religion, race, ethnicity, gender or sexual orientation.

“STRONG RELATIONSHIPS ARE WHAT OUR BUSINESS IS BUILT ON. COUPA CAME ACROSS AS A COMPANY THAT REALLY WANTED TO WORK WITH US TO HELP US ACHIEVE SUCCESS.”

KELVIN KWAN - GLOBAL PROGRAM MANAGER, FINANCIAL SHARED SERVICES

Coupa: Can you tell us about World Vision International and why an integrated spend management system was important to you?

Kelvin: World Vision is a Christian relief and development and advocacy organization dedicated to helping the poorest of the poor, children, families and communities. Our organization does an incredible amount of spending worldwide. Last year, for example, we generated \$2 billion in revenue from governmental organizations, private donors and corporations. In turn, we need to distribute those funds for purchases across different projects around the globe. We didn't have a centralized system; everything was paper-based and incredibly slow.

Coupa: Since World Vision operates in so many challenging areas of the world, were there any requirements unique to your organization that might not be typical for other global companies?

Kelvin: As an international NGO, we had three essential needs: occupy a light-weight IT footprint; be easy to use; and offer multi-lingual support. We service areas where the poorest of the poor live. We need to be able to operate where diesel generators provide the only source of power; where VSAT is the only source for internet



SUCCESS METRICS:

- ▶ Automated paper-based system for a global enterprise distributing billions of dollars in payments
- ▶ Provided lightweight IT footprint for resource-limited regions
- ▶ Offered easy to use, multi-lingual support for 20 languages in 100 countries

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KELVIN KWAN.
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connections; and with folks that frankly don't necessarily know how to run a computer all that well.

Since we operate in 100 countries, one of the things we love about Coupa is its ability to operate in over 20 languages. We work in so many countries with languages that you support that Coupa's multi-lingual capability was a big advantage for us.

Coupa: You mentioned that World Vision accesses Internet connection through VSAT in many places, so how important was Coupa's ability to operate in the cloud?

Kelvin: Since we are an international organization, the ability for Coupa to be able to operate in the cloud was a very important factor for us. In terms of scalability, we gain the advantage of expanding Coupa's reach to every corner of our organization. In terms of ongoing maintenance costs, Coupa's SaaS-based solution was an ideal way to help us control costs while staying up-to-date with functionality.

Coupa: World Vision must have extraordinary skills in building partnerships across the globe to achieve your goals. How did Coupa fit into your management style?

Kelvin: One of the things that attracted us to Coupa is how much they embrace the idea of partnership, because strong relationships are what our business is built on. Coupa came across as a company that didn't just want to sell us a product, but really wanted to work with us to help us achieve success. Coupa embraced our own vision of spend management and efficiency. In turn, they got us excited about the possibilities of what we could do.

Coupa: Were there other results that confirmed you'd made the right decision when you chose to work with Coupa?

Kelvin: We were looking for someone who was willing to work shoulder to shoulder with us in some of the roughest neighborhoods we operate in. We believe that Coupa provides that at every point of interaction.

Coupa is great way for us to best manage the resource that we've been given to do the advocacy and community development work that we've been asked to do. There's a great deal of confidence among the team and myself and among our stakeholders that Coupa will deliver exactly what we need.