






AMERINET

COUPA GIVES BIOTECH STARTUP FAST, FLEXIBLE SOLUTION FOR SPEND MANAGEMENT



	CUSTOMER Amerinet
	LOCATION St. Louis, MO
	INDUSTRY Hospital & Healthcare
	COMPANY SIZE 1-1,000

As a leading national healthcare solutions organization, Amerinet collaborates with acute and alternate care providers to create and deliver unique solutions through performance improvement resources, guidance and ongoing support. With better product standardization and utilization, new financial tools beyond contracting and alliances that help lower costs, raise revenue and champion quality, Amerinet enriches healthcare delivery for its members and the communities they serve.



“COUPA REALLY IS DIFFERENT THAN ALL THE OTHER E-PROCUREMENT PLATFORMS THAT HAVE COME BEFORE IT. THE DIFFERENCES FROM ANYTHING WE HAD SEEN BEFORE WERE EASE OF USE, TIME TO IMPLEMENTATION, AND MINIMAL IT RESOURCE REQUIREMENTS. THERE’S A HUGE DEMAND WITHIN HEALTHCARE FOR IT RESOURCES AND THE MINIMAL FOOTPRINT THAT COUPA PROVIDES AS A SOFTWARE AND A SERVICE IS A BIG ADVANTAGE.”

CURT MILLER, CIO

Coupa: We'll start off with some introductions. Could you tell us a little bit about Amerinet and your role at the company?

Curt: Amerinet is a national healthcare solutions provider. We deliver services, contract portfolio, assistance to our member healthcare providers to reduce their costs and improve the quality of healthcare they provide in their communities. I'm the Chief Information Officer at Amerinet.

Coupa: It's no secret that the business environment in healthcare right now is a real challenge. Can you describe the business issues that your member clients face?

Curt: Healthcare reform, the Affordable Care Act and general business challenges all add up to a lot of financial pressure on healthcare providers. We've seen reimbursements and volumes decline, all while providers are being driven to offer higher quality care at lower costs.

Coupa: What are some of the key opportunities that Amerinet sees?

"Coupa makes it possible for any user in the organization to get what they need, get it quickly, and get out of the system and on with their regular jobs."

CURT MILLER, AMERINET

Curt: In that environment, being able to deliver savings that fall directly to the bottom line is essential. And one of the best areas that healthcare companies can tackle is categories of spend that traditionally have been outside the procurement department – from utilities and telecom to clinical preference items and other services.

Coupa: When you were conducting your review process for a spend management solution, how did Coupa stack up?

Curt: We've been evaluating e-procurement systems for years, but Coupa really is different than all the other e-procurement platforms that have come before it. The differences that we saw with Coupa from anything we had seen before was the ease of use, time to implementation, and minimal IT resource requirements to get up and running within a facility. There's a huge demand within healthcare for IT resources and the minimal footprint that Coupa provides as a software and a service is a big advantage.

Coupa: You mentioned time to implement as a key factor in your choice. Was Coupa's ease of use an important factor in training and user adoption?

Curt: It's been a surprise for many of our clients when we tell them that end users only require minimal training and it turns out to be true. Coupa makes it possible for any user in the organization to get what they need, get it quickly, and get out of the system and on with their regular jobs. It's a huge benefit because this ease of use allows our clients to get employees up to speed very quickly.

Coupa's focus on adoptability for non-professional users leads to a high level of immediate adoption. As a result, we believe our customers are able to get a greater proportion of spend under management, control it and influence cost savings. That's why we selected Coupa to work with our customers.

Coupa: Could you describe the implementation process?

Curt: Traditionally, most systems within hospitals have been plagued with long implementation cycles and lots of integrations. They are complex and costly. In the past, implementations of enterprise software and other software has been measured in months, and sometimes, even years. It's long, painful, and arduous. With Coupa, our customers see implementation that's often measured in weeks instead of months.

Coupa: How important is Coupa's cloud-based, anytime anywhere access?

Curt: One of the things that we think our customers will be pleasantly surprised with is Coupa's ability to let approvers expedite routing of purchase requisitions from mobile devices, which is a capability not traditionally seen with healthcare systems.

Coupa: Finally, what are your thoughts about the advantages of SaaS-based solutions over traditional ERP systems?

Curt: Coupa offers the great advantage of providing improvements as the software evolves. Since Coupa's built from the ground up as a SAS cloud-based platform, all of our member clients get to take advantage of that. No patches, no updates, no annual maintenance fees. They pay their subscription and they get the full value of the software.