





PREMIERE GLOBAL SERVICES

REDUCED TRANSACTION TIME FREES
PROCUREMENT EXECUTIVE TO FOCUS ON STRATEGY

	CUSTOMER Premiere Global Services
	LOCATION Atlanta, GA
	INDUSTRY Telecommunications
	COMPANY SIZE 1-1,000

PGi, Premiere Global Services, provides online meeting services to over 30,000 customers in 25 countries. Coupa spoke with Mike Vonderscher, PGi's Vice President, Procurement about how Coupa has helped PGi become more strategic.

“ IT'S A SELF-SERVICE MODEL. ALL WE'RE DOING IS MONITORING IT, RATHER THAN DOING IT, AND THIS ALLOWS US TO FOCUS MORE STRATEGICALLY, RATHER THAN TRANSACTIONALLY.”

MIKE VONDERSCHER, VP, PROCUREMENT



Coupa: Tell us about PGi.

Mike: We're a global leader in virtual meetings. We provide multipoint audio, web, video conferencing and collaboration solutions that allow people to come together globally in a web or video conferencing-type environment where you can share apps or just basically video conference with each other.

Coupa: What was your procurement process like before Coupa?

Mike: Prior to Coupa it was just a cumbersome way of processing requisitions. We would have to manually take the order, create it and email it. Very transactional, very tactical; it didn't give us an opportunity to start looking at things strategically. I knew I was going to have to address the whole requisitioning process. That was where our biggest pain point was.

Coupa: What benefits have you experienced from implementing Coupa?

Mike: Now that we've got Coupa up and running, it allows me and my team to focus more on cost savings. It's a self-service model, with the fact that Coupa can automatically send a P.O. to the vendor. All we're doing is monitoring it, rather than doing it, and this allows us to focus more strategically rather than transactionally.

"The word I would use for my overall Coupa experience is one of satisfaction, great satisfaction."

**MIKE VONDERSCHER,
PGI**

Coupa: How have business users responded to this new way of doing things?

Mike: I think one of the biggest advantages that I've heard from folks who have to approve orders, approve requisitions, was the fact that you can approve through email. With Coupa you can have your BlackBerry, your iPhone, and just open up the email and go ahead and approve it, and that's been great.

Coupa: Talk to us a little bit about why you wanted a cloud-based solution.

Mike: Even we are trying to push our own process more into the cloud. We really don't want to be in the business of running our own applications on our own hardware. We actually prefer more of a software subscription.

The word I would use for my overall Coupa experience is one of satisfaction, great satisfaction.

