

## FourPL and coupa implement full featured pilot in <6 months

*“FourPL played a key role in the success of the pilot being implemented in <6 months. Their team were very responsive to changes and feedback, and their flat structure enabled effective communication and a fast decision-making process. It was great to work with an experienced Partner where you are heard and not told”*

**Ben Hogan**, Business Change Lead, Monash University



## ABOUT THE CLIENT

Monash University is a public research university based in Melbourne, Australia and is the largest university in Australia. Ranked in the world's top 100 and a member of the prestigious Group of Eight. Monash is an education and research powerhouse with a presence on four continents and is active in over 150 fields of research. Monash's footprint is an ecosystem of global sustainable, social and economic contributions. The university is consistently listed as a preferred source of graduates by companies around the world.

## THE CHALLENGE

Monash wanted to improve the Integrated Procure-to-Pay system processes to enhance the company's capabilities to establish financial risk controls and gain efficiencies. Key issues Monash were facing included:

- Current Procurement System had an unfriendly user interface
- Purchase order, invoice processing, reporting activities were largely manual and inefficient
- Pay on time stats for vendors were below targets
- Lack of spend visibility and the ability to measure compliance
- Visibility of payment processing was poor and created inefficiencies
- Financial reporting involved significant manual effort in consolidating data
- Limited ability to perform detailed analysis on suppliers and spend – to focus on value added activities.

## PROJECT OBJECTIVES

- Improve compliance - buying the right items from right vendors
- Improve control and adherence to policy with an audit trail
- Provide real time and actionable visibility of spend, payments and performance
- Drive automation to shift the focus from transactional to strategic activities within Procurement
- Make it easy to order and Improve business and user engagement – for both internal and external fulfillment
- Implement leading cloud-based technology and industry best practices that stay up to date
- Quick time to deploy and realise benefits
- Reduce supplier queries and increase payment on time

## FOURPL'S ROLE

- FourPL were engaged to leverage their Coupa and procurement experience and manage the initial implementation of Coupa P2P.
- FourPL provided Project Management, Solution Architecture and Consulting services to manage the implementation covering design, configuration, integration, test, and deploy activities.

- FourPL provided support to enable supplier content through punch-out and hosted catalogues and forms.
- FourPL worked with the Coupa Implementation Services Team to deliver the project.
- FourPL offered a flexible resourcing model to rapidly deploy the solution.

## THE SOLUTION

Coupa P2P was selected and implemented to manage the end-to-end P2P process. The solution was selected due to its end-to-end functionality, consistency, ease of use and superior functionality. Monash were also given access to the Coupa Sandbox environment which enabled the team to experiment on the system, giving them confidence in the solution.

The Pilot introduced an unprecedented amount of user types, functionality, a number of multipliers and end-to-end inventory (normally not included in first pilot).

## PILOT GO-LIVE SUCCESS

The project go-live success was attributable to:

- The team being open and responsive to changes and improvements
- A joint clear vision with excellent governance and focus
- A great collaborative team culture established at the project set-up phase

Feedback from the Monash Team was positive based on their ability to the ease of use of the system and the visibility and choice of items, giving a single point of comparison, which has already resulted in savings.

## WHY FOURPL?

- FourPL had a good understanding of Monash's procurement environment and were proactive in how to resolve their procurement challenges.
- FourPL has a strong track record with Procurement Systems Implementations with referenceable live customers.
- FOURPL provides the entire spectrum of services from strategic assessment and selection through to system implementation and ongoing support
- The FourPL team are highly experienced certified procurement consultants, including Coupa.



Keysi Maliwat was responsible for the P2P Solution design, working closely with Coupa and external parties. Keysi's key expertise is helping clients implement robust business solutions to improve spend visibility and realise cost savings and through e-procurement solutions.

*"Monash had a clear vision of what they want to achieve in the implementation enabling them to focus on the project tasks. Having experienced, committed and engaged resources across all areas, and strong executive sponsorship allowed the team to deliver the project quickly."*

**Keysi Maliwat**



We work with our Customers to review, source and implement workable and stable solutions for their ERP, supply chain and procurement software challenges.



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