Pace® optimizes spend management process

A deeper look at their expansion with Coupa

BETTER TOGETHER

"The team at Clearsulting is amazing! Their combination of knowledge, experience, and service helped us quickly bolster our P2P processes and bring stability to a rocky software implementation. Their expertise and attention to detail exceeded our expectations. Above all, they are a terrific group of people that genuinely care about the success of their clients."

— **Nate Pachl, Supply Chain Director, Pace®**

Investing in Coupa to support growth

Pace®, a science and technology company, implemented Coupa to manage their end-to-end spend processes, electing the software for its market-leading ability to enable anticipated inorganic growth and M&A activities.

With access to reliable data for enhanced decisioning, improved relationships with suppliers, and an established best-in-class S2P organization, they found an intuitive solution that allowed defining and redefining processes over time with minimal training needed for their team.

Optimizing and upping user adoption

After go-live, the Pace® invoice process was still highly manual. Almost all of their invoices required manual interaction, creating added costs for the organization.

Lacking a holistic understanding of Coupa, how to use it, and governance and documentation, they found themselves struggling with their technology selection. And with significant growth through M&A activity ongoing, they could not prioritize its use for existing and new business units.

Enter Clearsulting and immediate results

Clearsulting approach
Process: Partnering to redesign their supplier management, purchasing, and accounts payable processes, aligning to leading practices and better leveraged technology.

People: Developing a curated training, upskilling experience by key persona. End users and suppliers were engaged, enabled, and invested in the program's success.

Technology and data: Configuring Coupa to address specific requirements, like inbound and outbound integration issues impacting downstream processes and reporting.

Supplier enablement and better POs
The first 12 weeks of focus enabling 60% of their supply base increased electronic invoices from 4% to 86%.

Automation through CLM-S
Through the implementation of additional solutions, like CLM-S, they standardized the contract management processes, facilitating downstream spend transactions.

Results you can see
After optimizing supplier enablement to receive over 85% of POs electronically, they reduced their approval cycle to < 1 day and saw greater adoption of Coupa overall. Procurement and Accounts Payables began working efficiently together with increased standardization and spend channel mappings.

To see more case studies, visit:
www.clearsulting.com/case-studies

Pace®

Industry: Laboratory services

Employees: 3,300

Geographies: United States

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Challenges:
- Underutilization of Coupa
- Manual processes
- Lack of governance and minimal documentation
- Organizational change

Solutions:
- P2P with Invoice Smash, CLM-S, Coupa Pay, and SIM

Results:
- 95% automation of POs
- 86% automation of invoices
- 72% content backed orders