

FourPL and implement P2P, Expenses, & Supplier Information Management in under 4 months

"FourPL were instrumental in the SSI Coupa implementation. FourPL's consultants have a strong background in Coupa and Project Management and worked well with SSI stakeholders to form an effective project team. Their professionalism and commitment to deliver quality have made the system implementation a smooth transition."

Sandra Simm, Head of Finance, Settlement Services International



ABOUT THE CLIENT

SSI is a community organization and social business that supports newcomers and other Australians to achieve their full potential. They work with all people who have experienced vulnerability, including refugees, people seeking asylum and culturally and linguistically diverse (CALD) communities, to build capacity and enable them to overcome inequality. SSI draws on its expertise and experience to advocate for the people and communities it serves. Through the work they do, they empower people to change their lives. Through their advocacy and representation, they influence ideas and policy. From a staff of 1 in April 2011, SSI now employs over 800 employees (including 180 bilingual guides) and over 350 volunteers.

THE CHALLENGE

Due to SSI's growth and diversification, their payables and procurement requirements had grown and the ability of existing systems to meet the organization's needs was no longer viable. SSI's legacy systems provided limited visibility and control over its expenditure and significant components of the P2P processes were manual, making it difficult to ensure purchasing was within their prescribed policy and procedure. Furthermore, manual processes for purchasing, approvals, invoicing, expenses, and supplier onboarding were not efficient and difficult to report on. In order to improve the procurement functions to improve automation, control and reduce risk, SSI recognized the need to implement a procure-to-pay system.

PROJECT OBJECTIVES

SSI aimed to achieve the following outcomes from this project:

- Implement a seamlessly integrated and standardized solution to manage and control end-to-end procurement processes including expenses and demonstrate compliance with SSI's policies and procedures.
- Transition the accounts payable function from a paper-based manual system to a streamlined electronic system and empower users to quickly find the items you need on an easy-to-use procurement platform.
- Strengthen organizational financial controls and compliance, reducing organizational risk through system enforced business processes.
- Deliver a self-service supplier onboarding solution that allows SSI to control the way that suppliers are on-boarded and specifying supplier requirements, reducing risk and the cost of compliance.

FOURPL'S ROLE

- Provided project management services, generating high-level and detailed project plans, managing the day-to-day delivery of the project, and ensuring that the project was delivered within scope, on time, and within budget.
- Facilitated the design to capture business requirements and develop a proof of concept of the system's future state configuration.
- Generated a strategic supplier enablement onboarding plan by performing a detailed analysis of the current supplier base.
- Developed the testing strategy and test scripts that outlined the testing plan, activities, roles and responsibilities, issue management and escalation procedures.
- Provided Coupa configuration and procurement best practices while preparing the organization for system and process changes.
- Supported the integrations, testing and post go-live support.

THE SOLUTION

Coupa was selected over other procure-to-pay (P2P) systems due to being ranked the most intuitive P2P system on the market and its streamlined processes; its ability to systematically implement organizational visibility, compliance, and control; its ability to support all functions on a single platform including P2P, Expenses and Supplier Information Management (SIM) were selected to address SSI's growing organizational needs.

GO-LIVE SUCCESS

The project go-live success was attributable to:

- Strong project governance put in place to make decisions regarding scope, priorities, issues, and risks.
- Collaborative workshops with functional departments to thoroughly document business requirements and processes.
- A well-defined change management strategy that engaged stakeholders at the right time and aligned end users with new processes.
- The utilization of Super Users and a Coupa Drop-In Room to provide on the ground support during go-live support.
- SSI was able to realize Coupa's numerous benefits rapidly, as the end-to-end implementation took only 3.5 months.

WHY FOURPL?

- **Product and Architecture Expertise:** FourPL has significant experience in and deep knowledge of the Coupa platform, with the largest Coupa-certified team and implementations in Australia. In addition, FourPL team has a strong end-to-end understanding of processes and integration into external systems to support the data and testing required with SSI's ERP system.
- **Procurement & Supply Chain Experience:** With our team of highly experienced consultants who work across multiple solutions, specializing in both Information Technology and Procurement, FourPL is able to provide the required expertise for a successful implementation.
- **Cross-functional Capability:** The FourPL team's skill level in project management and our flexible delivery model allows a more efficient use of resources and ultimately reduced cost. This resulted in delivering within budget and on schedule whilst managing scope and minimizing risk.
- **IP Knowledge and Templates:** FourPL has a strong knowledge base and Accelerators with relevant templates for design, testing, support and governance, which supported SSI in understanding the journey and messaging to suppliers.



Chris Godfrey was responsible for Project Managing the SSI Coupa implementation, developing the P2P system design, and leading the team to accomplish project milestones. Chris has a track record of delivering successful end-to-end e-Procurement system implementations on international and domestic projects.

"SSI was able to successfully implement Coupa in a short time period due to having a clear project scope and a skilled project team. The project team effectively collaborated across departments, enabling them to quickly identify impediments and deploy solutions."

Chris Godfrey



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



FOURPL is Australian owned with offices in Brisbane, Melbourne & Sydney. Our team has extensive business, supply chain & system experience.



We are independent of systems and solutions - we work with a number of leading edge technology solution providers to provide our Customers with the best possible solution outcome for them.



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