Couchbase

Industry: Technology

ERP: Netsuite

Geographies: United States

Challenges:
- Multiple disjointed systems led to lack of visibility and exposure to error
- Lack of control led to complex procedures and reconciliations
- Manual processes were time consuming and inefficient

Solutions:
- Procure-to-Pay
- Coupa Pay – Invoice Payments

Results:
- Streamlined operational efficiencies with single integrated platform
- Increased visibility and control while reducing error exposure
- Reduced time and effort by automating manual processes

Couchbase gains single source of truth with Coupa Pay

Couchbase is the leading NoSQL cloud database for business-critical applications. Created in 2011, the company has its headquarters in Santa Clara, California with offices in San Francisco, Bangalore, Manchester, and London.

Challenges: Multiple systems = multiple problems

While using its legacy payments provider, Couchbase had to toggle between multiple systems to pay vendors. These disparate systems created arduous and inefficient manual processes, which complicated reconciliation and exposed the accounting team to potential errors, according to Ariana Cutler, Manager of Global AP and Travel & Expense:

> *"It was a sync, to a sync, to a sync. Going from Coupa to Netsuite to bill.com, and then all the way back. I was touching multiple systems. There were so many opportunities for error—for something to not sync over properly—there was a lot of reconciliation between every system. It was difficult."*

That lack of integration led to data silos which resulted in lack of control for payments and lack of visibility when it came to finding payment status, depending where the invoice was in the system, as Manisha Goel, Director of Accounting, explains:

> *"It was also about internal controls," Manisha recounts. "We wanted just one source for payments. We don't want to be making payments several different ways, unless we absolutely have to."*

Transformation: From multiple systems and headaches to a single source of truth

With the introduction of Coupa Pay, the accounting team found the streamlined balance they were looking for. Couchbase now makes their invoice payments—including ACH and digital checks—from the Coupa platform in one uniform, integrated experience.

> *"The single system integration is what really attracted us," Ariana recounts. "Having it all in one software platform was the biggest thing. It's now relatively seamless—and painless—to make payments. I would say it saves me around two hours per week."*

The flexibility and individual control have streamlined processes for the entire team—especially liberating for managers, giving them time to focus on strategic projects instead of spending time laboring through approvals.

"One area I've been able to take the burden off Manisha is in selecting invoices for payments," Ariana explains. "In Coupa Pay I can select the invoices for payment and all she has to do is review and hit one button instead of selecting 75 check boxes for each batch."

When it came to enhancing visibility, the benefits of integration and Coupa Pay's ease of use, customizability, and flexibility extended to the painstaking process of data retrieval.

"The visibility, for example determining batch total, or ease of finding the information is much better than I had in the past with bill.com and other systems," Ariana explains. "The UI in general is just much more user-friendly. It's definitely very intuitive, user friendly, and highly customizable, as we knew from procurement—of course, because it's Coupa."

The difference in visibility is as clear as night and day when it comes to easily finding information no matter where a payment might be in the process. A point reinforced by Manisha:

"Before, we had to toggle between various systems to find information or research something whereas now we just have one source of truth."

Results

When Couchbase implemented Coupa Pay, the team set an initial target of processing 75% of invoice payments through Coupa Pay. Not only did they achieve that goal six weeks ahead of schedule, but they are processing approximately 90% of their payments through Coupa Pay today.

Couchbase plans to leverage Coupa's flexibility and customizability in future initiatives such as intercompany funding and rolling-out Coupa Pay to its international entities. There are yet unseen and unimagined uses, given the confidence that can only come from a partnership with absolute trust, reliability, and ease-of-use. As Ariana explains:

"I feel like whatever I can imagine I want to do in terms of approvals, or limits, or customizations, I know I can do it. The set-up is still pretty basic for us, we haven't yet gotten fancy with Coupa Pay, but I know that I CAN if and when I want or need to."

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