

## DirtPros Mops its Procurement Process with Coupa

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Marcell Haywood  
President & COO at DirtPros



DirtPros is one of the leading janitorial maintenance service providers with locations in multiple cities across Georgia and Florida. They provide commercial cleaning services to clients ranging from large commercial buildings, to smaller medical plazas. Founded in 2001, DirtPros has seen significant growth in the past few years due to their focus on professionalism, passion and perfectionism.

DirtPros' process for purchasing supplies for their janitorial services was very inefficient. When the field manager found the supplies to be running low, they would place an order with the central office via Microsoft Excel templates. The request would go to an admin in the central office. After the president of the company approved the requisition, a PO would be created by the admin in the in-house contracts system and faxed to the supplier. The approval process would sometimes get delayed due to business travel, since the approvals were not online. In addition, there was no notion of preferred suppliers for a certain product category – the admin manually determined the vendor based on recent purchases of that product. As a result, DirtPros was not always getting the lowest price for their purchases. Finally, the in-house procurement system was not integrated with the financial system, so they could not easily track their facility spend against planned budgets. “These issues highlighted the inefficiencies in our purchasing process. In the spirit of continuously improving our efficiency and effectiveness and improve predictability in our quarterly numbers, I knew that we needed to streamline and automate our purchasing process”, said Marcell Haywood, President and COO of the company.

### Why Coupa

- Comprehensive solution that can tackle the end-to-end procurement process
- Intuitive, easy-to-use solution that requires minimal training to get started
- Minimal IT resources needed for deployment and maintenance
- 100% web-based solution, available anytime from anywhere

### Coupa Solution

- Go Live Date: September 2008
- Application: Premier
- Users: 5

### Results

- Automated approval, tracking and receiving process reduces manual processes saving 25 to 30 hours per week
- No more time delays in the approval process, managers can approve anytime from anywhere
- Preferred supplier catalogs ensure that the best for any item ordered is received

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As DirtPros began to evaluate purchasing software systems, one of their key criteria was that the new system should not require a significant upfront investment and be cost-effective. They also wanted their system to be web-based, so that field managers can sign-on and enter orders themselves. The system also needed to be intuitive to ensure all stakeholders, especially field managers, could easily learn the system. Finally, they wanted to make sure that the solution was comprehensive and contained all the capabilities that they needed to tackle their operational needs. After short listing two vendors, they selected Coupa in June 2008, since it was the only solution that met all their criteria.

DirtPros went live with the Coupa solution in September 2008 and rolled out the integration with their QuickBooks financial system on Oct 1, 2008. The following are the benefits DirtPros has enjoyed since going live:

- In the new system, field managers place their orders on the Coupa system. The system has predefined catalogs with preferred suppliers for each item they order, so it ensures that DirtPros is always getting the best price for any item they order.
- The field manager's orders are routed as requisitions to the various people in the company, depending on the item category being ordered. Since the approval notifications are delivered via email, the managers can approve a requisition, even when they are on the road. In the past a requisition was held up until the approvers returned back to their office.
- The receiving process is streamlined even when the items are being shipped to the field, due to ease of matching in the Coupa System. Shipments don't ever get held up waiting for receiving paperwork to be completed before they can be used.
- With approvals, tracking and receiving process automated, DirtPros saving about 25 to 30 hours a week in the corporate office. These savings come from the purchasing process needing less time from corporate employees for approvals, sending purchase orders to vendors, receiving them, processing invoices and responding to status queries.
- In the past it was a challenge to evaluate spend for a facility against its budgets. Now the management is immediately notified via alerts that they were over their budget at any particular facility and can take corrective action. In addition, surprises at the end of quarter are eliminated.

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## Customer At A Glance

- Customer: Dirt Pros
- Location: Tallahassee, FL
- Industry: Building Cleaning & Maintenance Services
- Website: <http://www.dirtpros.com/>

