

## Coupa Unclogs the Bottleneck in Panasas Purchasing

“*Coupa provided a quicker path to solution than reengineering our legacy system. The clincher was the ease of implementation--our initial implementation took two weeks.*”

John Lake,  
Director, Information Systems, Panasas



Panasas is the premier storage system for high-performance computing environments (clusters, server farms, single clients). Panasas ActivStor Performance Modules are utilized by Fortune 500 companies around the world to improve time-to-market, solve critical and complex problems at lower costs, and deliver better ROI at lower costs.

About 8 months ago, Panasas was relying on a legacy system to handle purchase orders, requisitions, and vendor management. According to John Lake, Director of Information Systems, there were numerous problems with the legacy system, including a lack of visibility into vendors, complex work flow management, and an outdated user interface. “We were using Nsite to serve multiple functions in our organization, but it wasn’t serving any of those functions very well,” says Lake.

As a result, a bottleneck developed, and it grew to the extent that it negatively impacted Panasas’ purchasing system in several different ways. Managers were forced to spend their time trying to figure out which PO was attached to which request, and Panasas had limited visibility into spend with specific vendors. In addition, the overall purchasing process was cumbersome to manage. Panasas needed to garner better control and visibility over spend.

Panasas started looking for a solution to replace their obsolete system. An innovative company in its own right, Panasas was interested in the benefits of a SaaS-based solution.

### Why Coupa

- Visibility into the full procure-to-pay process plus supplier management functionality
- Intuitive, easy-to-use solution that requires minimal training to get started
- Affordable solution with no upfront hardware or software costs
- Minimal IT resources needed for deployment and maintenance

### Coupa Solution

- Go Live Date: September 2009
- Coupa E-Procurement with LDAP and Great Plains Integration
- Users: 102

### Results

- A happier user base and 100% adoption across the organization, ensuring better spend management
- Company-wide improvement in purchasing efficiencies
- Significant reduction in manual processes, and the ability to retire outdated infrastructure to save money

“

*The Coupa implementation has been a success mainly due to rapid deployment, affordability, and ease of use. We look forward to seeing the full benefits once our ERP system is integrated.*”

John Lake,  
Director, Information Systems, Panasas

Panasas had a list of requirements for a new system, including:

- System should be able to manage the end-to-end procurement process including purchase requisitioning and approvals, ordering, receiving and invoice approvals
- System should be simple to use. A major sticking point of the legacy system was that the user interface wasn't intuitive
- System should be affordable and not require significant IT resources for deployment and maintenance

With this checklist in mind, Panasas reviewed multiple systems and selected Coupa in the summer of 2009. They integrated Coupa e-procurement with their in-house directory services so that users could seamlessly access purchasing via single sign-on. [“The single sign-on solution”](#) helped user adoption tremendously,” says Lake. “We’re now looking toward integration with our ERP solution, and I’m expecting this to further improve the spend management process.”

Coupa has improved control and visibility within the purchasing process, shortened the req-to-pay process considerably, and increased visibility over spend for the finance group. The system has also allowed Panasas to retire older infrastructure and reallocate administrative resources.

“Our Coupa implementation was a success mainly due to rapid deployment, affordability, and ease of use,” says Lake. “We look forward to seeing the full benefits once the implementation with the ERP system is completed.”

## Customer At A Glance

- Customer: Panasas
- Location: Fremont, CA
- Industry: High Performance Storage
- Website: <http://www.panasas.com/>

