



The Trusted Platform for
Business Spend Management



20:20 Vision with Coupa

WORLD VISION ACHIEVES COMPLETE SUPPLY CHAIN VISIBILITY



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GETTING EVERYTHING IN THE SYSTEM

World Vision is a faith-based international nongovernmental humanitarian organization that is focused on the well-being of children around the world. It has a presence in more than 50 countries supporting children who are most in need. Last year, World Vision had 3.4 million children under sponsorship and reached more than 30.1 million people in emergencies around the world.

The organization works across the globe, operating in some of the most inaccessible places on earth. It faces a variety of logistical challenges and issues such as a lack of rule of law in some countries, all of which lead to low levels of confidence regarding the supply chain.

“Goal setting is really important for the supply chain team at World Vision,” shares Mike Grant, head of global supply chain at World Vision, adding “I generally set quite significant goals and one of the goals for this year is placing everything in the system.”

‘Everything in the system’ enables World Vision to fully understand the depth and breadth of its spending. It includes how, where and what the organization is spending and crucially what it is not spending. “Coupa provides us excellent procurement and supply chain controls that are baked into our work,” says Mike.

He adds, “There are good reasons why we don’t spend in the system at certain times. Having everything in the system allows us to focus our energies on a smaller part of our spend rather than the general part.”





Over
80%
of spend goes through
the Coupa platform

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DEALING WITH GLOBAL SUPPLY CHAIN UNCERTAINTIES

Many supply chain issues can be solved through improved visibility. Being able to see globally exactly where and how money is being spent, the processes being used, the timeliness to consider, and what the challenges on the ground are, leads to greater efficiencies. “Coupa gives us visibility into all of that,” explains Mike, adding “we have a system in place that gives us a holistic view of our spend across the globe. Which means more children will benefit from World Vision.”

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When World Vision responds to a humanitarian disaster, it implements Coupa as soon as possible because supply chain visibility and security tend to be the first things to go in a crisis. Banking systems go down and cash-in-hand takes over. There is a general non-availability of goods that would otherwise be easily sourced. World Vision needs to be creative in the way that it gets the things children need in those initial stages of a disaster, whether it be food, shelter, or clean water. World Vision's emergency teams invariably resort to buying everything they need with cash or making other non-standard financial agreements.

Coupa enables World Vision to translate those emergency procedures back into the system as soon as possible to provide Mike and his team with visibility of the spend. "One of our core principles at World

Vision is that we are stewards, which means we don't own the money that is gifted to us by organizations and governments," states Mike. "We're just stewards of that money, and we need to take care of it and show that it's spent in a proper manner, and that we're able to justify all our actions all the time. Coupa allows us to do that."

MEASURING SUCCESS SAVES LIVES

A key metric for Mike and World Vision with regards to measuring the success of its systems is monitoring 'eligible spend' - the percentage of available spend that can be accounted for in the system. At present between 80-90% of eligible spend is going through the system. "We tend to focus on the 10-20%, or the outliers. Though we also need to recognize and celebrate the effort of putting the vast majority of our spending through the system, which gives us invaluable visibility," notes Mike.

According to Mike, a key benefit of greater visibility is the accountability that it provides. "It takes away the 'he said, she said' conversation between someone who requests something and the supply chain. We can very clearly see through the ordering process exactly when each participant did what they needed to do in the system."

There is a direct correlation between World Vision using Coupa and the benefit it delivers to the people it serves around the world as an organization. "Every dollar we save provides support and hope to a child who is suffering," voices Mike. "We really appreciate what Coupa does and the system it provides, because ultimately it goes towards helping vulnerable boys and girls around the world."

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About Coupa

Coupa is the cloud-based Business Spend Management (BSM) platform that unifies processes across supply chain, procurement, and finance functions. Coupa empowers organizations around the world to maximize value and operationalize purpose through their business spend.

Coupa's community of 3,000+ customers use the platform to maximize the value of over \$4T of direct and indirect spend to date.

For more information, visit coupa.com.



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