



Allegheny
Health Network

Industry Healthcare

Geographies U.S.

Employees 19,000

Revenue \$2.64B

Challenges

- 4 distinct ERP systems
- Spend visibility
- Operational efficiency
- Industry cost pressures

Solutions

- Coupa Procurement
- Coupa Invoicing
- Coupa Contracts
- Single Sign On

Results

- Now 100% paperless
- 100% of spend on one platform
- \$828M in spend managed in 12 months
- 414,000 invoices and 300,000 purchase orders processed

Healthcare Provider Now 100% Paperless with Coupa for BSM

\$828M managed in 12 months for medical supplies at scale

Key Objectives

- Spend visibility
- Operational efficiency
- Ease of use
- Regulatory compliance
- Spend control
- Supply chain management

Distributed Spend Pains Healthcare Organization

Allegheny Health Network is a large healthcare provider with seven hospitals (including trauma centers), five surgery centers, and hundreds of physician practices in Pennsylvania.

Spend processes had to comply with industry requirements, but they were cumbersome and inefficient. Four different ERP systems and separate purchasing departments meant finance teams couldn't see spend in real-time. To keep up with the 24-hour nature of the supply chain for care, it was time to consolidate spend in one place.

Choosing Coupa to Remedy Spend Symptoms

Allegheny Health Network chose Coupa to manage their business spend and increase purchasing agility. The ease of use and paperless processes mean clinicians now spend more time with patients and less on procurement. Finance can now see spend instantly in one place. They can also automate the right on- and off-contract approval processes for AHN's annual \$828 million in spend.

AHN Thrives with Coupa for Healthier Business Spend Management

100% Paperless Business Spend Processes

With Coupa, AHN redesigned the supply chain process, from requisition to accounts payable, to be 100% paperless while ensuring appropriate supply levels and ease of use for nurses and finance teams alike.

100% of \$828M in Spend on One Platform

Using Coupa's Business Spend Management (BSM) platform, spend visibility has transformed the Finance team's role. Instead of waiting until the end of the month to tally up expenses, they can now see expenses in real-time and focus on more strategic tasks.

Easy-to-Use BSM Platform Wins over Users

With end users as nurses, clinicians, and even doctors, AHN's first priority for a BSM platform was ease of use. Coupa-supported procurement processes are intuitive and efficient. Users can see prices, make purchases, and get back to their jobs quickly.

Platform Scalability Was Key for Allegheny Health Network

With Coupa's scalable BSM platform, AHN is set up for future growth. They can easily add physicians to their system, update approval processes on the fly, and intelligently control their spend.



Allegheny
Health Network

“Coupa helps us transform our business intelligence and scale for growth.”



— **Jennifer Garvin**,
Vice President of
Supply Chain

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