

Customer Case Study



Brandeis University

QUICK INSIGHTS

Industry: Higher Education
Geography: US
Employees: 2,000

Coupa Expenses Spend
\$7M over last 6 months

Solutions

Expenses & Procure-to-Pay

Why Coupa

- Brandeis needed a new tool to manage its manual and burdensome processes
- It was pivotal for Brandeis to be able to obtain spend visibility in the area of expenses

Key Challenge

- Diverse group of end users, from graduate students to staff and faculty
- Previous expense submission process was manual and error-prone
- Accounts Payable wasted time tracking reports and processing expenses

Coupa at Brandeis

- Coupa Expenses' intelligent interface led to wide user adoption and satisfaction
- Automation of expense submission process resulted in adoption of compliance goals

"Within higher education there is a vast range of users with varying levels of comfort related to technology use. The straightforward design and ease of use of Coupa expenses is exactly why the system is so successful at Brandeis. I am happy to say that Coupa expenses has gotten high marks from everyone."

—Courtney Sampson, Procure-to-Pay

OVERVIEW

Brandeis is a top American private research university located in Waltham, MA. Founded in 1948 as a non-sectarian, coeducational institution sponsored by the Jewish community, Brandeis has around 6,000 students and 2,000 faculty and staff from around the world.

BEFORE COUPA

With Brandeis' prior expense tool, getting user adoption was a challenge due to a subpar user experience and a lack of automation. This resulted in several late and inaccurate expense reports, which also increased the burden on Accounts Payable to audit and chase down expense reports.

WITH COUPA

Brandeis deployed Coupa Expenses after deploying Coupa Procure-to-Pay.

INTELLIGENCE

According to Courtney Sampson, Procure-to-Pay Manager, "We have around 2000 to 2500 highly diverse users at a time, and they all love using Coupa. The mobile app is so easy to use – features like voice expensing reduce the work for users. Coupa Expenses also automatically brings in expenses incurred on our corporate card so that my team can see spend in real-time and our users have to do less work. Coupa is easy to manage, and we never have issues, even when upgrades occur."

TRANSPARENT PARTNERSHIP

Courtney continues, "we have been extremely impressed with our partnership with Coupa. Coupa really works with customers. The feedback that we have given to Coupa has always been well-received by the technical team. It's usually not too long before what we brought up is addressed or we are given a workaround. This is a customer service practice that is not typically common in the software industry, so we are pleasantly surprised."

THE RESULTS

Courtney states, "since implementing Coupa Expenses, corporate card use has increased significantly. Beyond increased user adoption rates, users are now correctly allocating expenses and providing necessary backup and receipts in accordance with our policies. In the past, we could not monitor card usage, and non-compliant expenses could only be caught in an audit after the fact."