



Coupa and Clark Construction Group, LLC: Bridging the Process Gap

As one of the most experienced and respected builders in the United States, Clark Construction is sought out by clients across the country to turn their design ideas into reality. Growing project demands come with expanding supplier and partner volumes. Here's how Coupa and DataMap helped Clark improve payment processing.

Leading the way

Clark Construction Group, LLC (Clark Construction) is a builder with a national reach. With more than 4,200 employees across the United States, Clark has been transforming the ideas and visions of their clients into award-winning projects. With a focus on safety, integrity, and opportunity, the company is leading the way when it comes to superior results and sustainable operations.

The challenge: Keeping payment pace

"We process a substantial number of invoices monthly and support a broad range of partners nationwide," says Dave Golden, Senior Vice President and Chief Information Officer at Clark Construction.

Our prior invoice processing system was high-touch, requiring significant scanning to begin the process. Working in tandem, Clark's IT and Finance teams decided it was time for a new solution.

The solution: Building a better process

The road to Coupa began with internal assessments. "Our CFO and Finance team drove the process," says Golden. "What are we doing today? What do we want to do in the next 5 years? There must be improvement gains in processes. We established a list of business goals and priorities before starting the evaluation process." He also notes that Clark spent time with research firm Gartner to identify potential vendors and strategic best practices.

Golden also highlights IT-specific goals that Coupa helped meet. "From an IT perspective," he says, "the solution needed to be cloud-based. We began our cloud strategy in 2001 with ASPs, and we've been on a journey to move to the cloud as software providers became ready."

"Security was also a very important priority for us," he says, "along with ease of use. When we look at new products or tools, we spend substantial time on the engineering to ensure the product will meet our support requirements in the long term. We also shared a goal to eliminate the need for scanning as much as possible by moving vendors into the platform to see the payment processing cycle in real-time. No more chasing invoices and payment status." Coupa and DataMap helped Clark achieve these goals — while simultaneously streamlining the payment process.

When it comes to the adoption and implementation of Coupa, Golden notes that "We are very pleased with the results. Because the solution is cloud-based, we are able to scale as required. Our biggest focus is ensuring invoices are processed directly by the supplier in Coupa."

The results: Speed and visibility

"The prior process of scanning is virtually gone," says Golden. "Now, the majority of our vendors are processing invoices directly in Coupa. We are realizing quicker overall processing and payment turnaround, and we monitor the results closely. We're also getting product discounts from key partners."

Golden also speaks to the benefits of working with technology service and implementation company DataMap to help maximize the impact of Coupa. "We got involved with DataMap after we had gone live with Coupa," he says. "Once we moved to steady-state operations, we realized we needed additional support onboarding suppliers along with addressing their questions and issues. After an extensive partner search and reference checks, we moved to DataMap."

Clark Construction needed a team that had the technical chops to expand partner onboarding quicker to improve invoice processing and provide incremental technical support when needed. "We've been with DataMap for at least three years," says Golden, "and their culture is a lot like ours. They're humble, have a strong work ethic, they want to take care of their clients and partners, and they back that up with results. They're not just an order taker; they help us think strategically." Combined with Coupa, DataMap makes it possible for Clark to both meet immediate payment processing needs and lay the groundwork for future flexibility.

What's next?

Underpinned by initial success with Coupa and ongoing support from DataMap, Clark Construction has continued to expand its payment process with Coupa's travel and expense module. "Now we have even greater cost visibility that doesn't come with additional complexity".

Golden makes the Coupa difference clear: "I can't overemphasize how big of a deal it is for both your internal company and your suppliers to have transparency throughout the payment processing cycle, and that has been the biggest game-changer."

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