



sanofi
customer story

Industry: Healthcare

Geographies: Global

Employees: 100,000

Revenue: €35B

Challenges

- Distributed offices
- Regulatory compliance
- Multiple SAP instances

Solutions

- Coupa Procurement
- Coupa Contracts
- Coupa Analytics

Results

- €10B under management
- 100% PO-backed spend
- 60,000 users live
- 95% user approval

Multinational Pharmaceutical Firm Refreshes P2P with Coupa

Sanofi Consolidates from 22 P2P Systems to 1 for €10B in Spend

Key Objectives

- Regulatory compliance
- Spend visibility
- Operational efficiency
- Spend control
- Multi-Instance ERP Integration
- User Satisfaction

Fragmented P2P Systems Challenge Sanofi

Sanofi is a multinational pharmaceutical corporation based in France with employees in 100 countries. With 22 systems and 40 sub-processes to manage procure-to-pay, spend management had become a serious challenge. Team members on the ground were frustrated with the inefficiencies. And Sanofi leadership needed global visibility and better control of their spend while staying compliant with local regulations.

Sanofi Selects Coupa for Comprehensive BSM

Sanofi sought a solution that enabled worldwide visibility into spend, from the U.S. to China to Europe. Sanofi also required built-in compliance so they could configure roles and platform automation. And any solution they chose must be user-friendly to ensure adoption.

Sanofi selected Coupa to refresh the P2P process because of the platform's intuitive user experience and configuration agility. With so many users in diverse regions, adoption and a minimal IT burden was critical to better business spend management.

Sanofi Succeeds with Coupa's Quick Time to Value

Sanofi Consolidates P2P from 22 Systems to Coupa's One Platform

With Coupa, Sanofi has been able to consolidate its previously distributed P2P process down to just one platform. From Coupa's comprehensive platform, they can now see and manage their spend holistically.

Sanofi Gets €10B under Management, 100% Backed By PO

So far, Sanofi has gotten €10 billion under management with Coupa, and all of this spend is now backed by purchase orders to increase predictability and compliance of spend.

With 60,000 Users Live, Sanofi Achieves 95% User Satisfaction

User satisfaction was a key performance indicator for Sanofi's P2P refresh. At 60,000 users strong, 95% of the Sanofi team is happy with the Coupa platform.

Sanofi Maintains Compliance Around the World for 70+ Countries

Despite the very different regulatory requirements of countries around the world, Coupa and Sanofi configured the appropriate protocols to ensure compliance from day one.



“Coupa adds value on three points: global visibility, compliance, and user adoption.”

Sebastien van de Wiele, P2P Program Manager

