




# INTERMEDIA

**INTERMEDIA ELIMINATES MANUAL PROCESSES  
WITH ERP, TICKETING SYSTEM INTEGRATION**

	<b>CUSTOMER</b> Intermedia
	<b>LOCATION</b> Mountain View, CA
	<b>INDUSTRY</b> Computer & Internet
	<b>COMPANY SIZE</b> 1-1,000

Intermedia is the world's largest 3rd party hosted exchange provider, providing cloud services to small and mid-sized businesses. We chatted with Mike Ziebell, Director of Procurement, to hear about Intermedia's experience with Coupa.

**“ADOPTION HAS BEEN PHENOMENAL WITH RESPECT TO PEOPLE BEING ABLE TO UTILIZE THE SYSTEM WITH LITTLE OR NO TRAINING.”**

**MIKE ZIEBELL, DIRECTOR OF PROCUREMENT**



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**Coupa:** What was the challenge that led you to Coupa?

**Mike:** Our challenge was the integration between our ticketing system into our backend ERP system and we didn't have a tie in to the two systems and so everything was very manual.

**Coupa:** How did Coupa help with that?

**Mike:** One of the great things about Coupa coming onboard at Intermedia was the ability to offer a solution to get spend under management immediately. The adoption has been phenomenal with respect to people being able to utilize the system with little or no training.

**Coupa:** What were the keys to getting spend under management so fast?

**Mike:** Coupa is so user intuitive that it really just worked flawlessly. It was seamless and fast. They created a buying place for people to go to, to instantly see products at the touch of a hand.

**Coupa:** What other benefits has Coupa provided?

**Mike:** The great thing about Coupa and its ability to provide a mobile solution to us as a customer I can now approve purchase orders on the fly. My CFO can approve requisitions and T&E expenses via his mobile app just from an email and that's exactly what Coupa brings to the table, is offering the ability to buy products for my company anywhere in the world.

*"I absolutely think Coupa is focused on customer success. From a business standpoint Coupa has the best intentions."*

**MIKE ZIEBELL,  
INTERMEDIA**

**Coupa:** How is it being in the cloud?

**Mike:** Because of the cloud we were able to do that immediately. It cuts down on cycle times, it cuts down on times that it takes to get a requisition approved and get the order into the system.

**Coupa:** How have your suppliers responded to Coupa?

**Mike:** One of the great things about Coupa is it's really allowed both the supplier and the customer to interact with no cost. By allowing the supplier to transact through a Coupa solution, it's really empowered the vendor to push catalogs out to us, push pricing out to us and it gives them this absolute large network that they don't have to pay transaction fees that will eventually come back to the customer.

**Coupa:** What would you like tell the world about Coupa?

**Mike:** I absolutely think Coupa was focused on customer success. From a business standpoint Coupa has the best intentions. I really believe that, that Coupa indeed has your best interest at hand.

The bottom-line about Coupa is its been phenomenal for us.