

NPL

NPL SHRINKS APPROVAL TIME WITH PICTURES, PRICES, PREFERRED SUPPLIERS



CUSTOMER

NPL



LOCATION

Phoenix, Arizona



INDUSTRY

Real Estate & Construction



COMPANY SIZE

1,001 - 5,000

NPL is a nationally recognized leader in pipeline construction, with over 40 years' experience in building energy–distribution systems and with over 4,000 highly-trained employees working across America. We spoke with Jon Siudut, Manager of Supply Chain Integration, about the company's experience with Coupa.

“ COUPA IS FUN. BECAUSE EVERYBODY LOVES SHOPPING.”

JONSIUDUT, MANAGER, SUPPLYCHAININTEGRATION

Coupa: Can you tell us a little about NPL?

Jon: NPL Construction or Northern Pipeline Construction is an energy distribution company. We do installations and repair work for natural gas pipelines from utility to commercial or utility to residential. We operate in 11 regions, covering 33 states in the U.S.

Coupa: What were the biggest challenges you wanted to solve when you chose Coupa as your spend management tool?

Jon: Historically, NPL's been an extremely decentralized company. We have operations all over the country, so we never had visibility into total spend. Everybody would just use their P-card, go to stores and swipe it. As a consequence, we had no idea what we were buying at any given time. Now that we've implemented Coupa, we're finally – for the first time – getting visibility into what we're buying and what we're spending. It's giving us the ability to identify some sourcing opportunities and savings in the future.

Coupa: How big of a challenge was it to get your arms around the technology value of using a spend management solution like Coupa?

Jon: Our guys can talk all day long about directional drilling, but when it comes to computers and software issues, it's a different matter. With technology where it is today, everyone felt and knew that we should have a technology that was similar to any consumer-like experience, like online shopping.



SUCCESS METRICS:

- ▶ Eliminated 11 hours process time for approvals and requisitions
- ▶ Provided enough flexibility to control spend on items in from \$1-\$100,000
- ▶ Speed of implementation resulted in faster realized savings

"I think Coupa is definitely focused on their customers' success. They worked with us every step of the way throughout the entire implementation."

JON SIUDUT, NPL



So we focused our thinking on something we called the three "P"s, or pictures, prices and preferred suppliers. The team definitely wanted one easy-to-use consumer-like shopping experience. So that's what we were looking for and that's what Coupa has provided us.

With Coupa and its ability to mimic any type of online shopping, it's made adoption extremely successful across the board.

Coupa: Are there any tangible metrics that you can tell us about? Ways that you have been able to judge the success of the new approach?

Jon: Absolutely. One of the most significant changes we have seen is in our ability to speed up approval and turnaround time. We actually decreased our approval time by about 11 working hours. That's more than one entire business day right there. Users are getting what they need faster and the orders are much more accurate.

Coupa: And what has implementation been like?

Jon: If someone called me for a reference about Coupa, I'd say expect to be going live pretty quickly because our implementation felt like it happened overnight. The Coupa team is just amazing to work with. They are available for us 24/7. Any questions we had were answered immediately, and the overall project management from the Coupa side was just excellent.

Coupa: Does Coupa provide enough flexibility to cover your needs?

Jon: Our ability to customize Coupa's tools to meet exactly what we need is great. With the Coupa solution, we could manage – and do manage – everything from nuts and bolts all the way up to backhoes and vacuum trucks.

Coupa: Has Coupa made a difference in your day-to-day operations because of its flexibility?

Jon: Yes, actually I'd say that Coupa has given us a whole lot more flexibility in not only what we manage but how we manage spend. We don't have to open up a ticket, wait for it to get approved and go through that entire process. Now, it's as easy as going into the system, clicking on set up, configure what we need and just be on our way.

Coupa: Do you have any more thoughts about your relationship with Coupa that you'd like to share?

Jon: I think Coupa is definitely focused on their customers' success. They worked with us every step of the way throughout the entire implementation. It was great because it allowed me to focus on the overall project and the change management aspect with the company. They really helped us out tremendously along the way.

Coupa: So, how would most NPL employees describe Coupa?

Jon: Probably the same way I do. In a word, Coupa is fun. Because everybody loves shopping.