



Supplier Network Management

Managing Suppliers in an Integrated Economy

Q4 2014

Featuring Insights on ...

Supplier Network Capabilities

Key Drivers of Supplier Management
Solution Adoption

Supplier Network Benefits and Barriers

Supplier Network Management Solution
Key Features

Maximizing Supplier Adoption

Supplier Network Management Solution
Provider Profiles

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Executive Summary

Many companies have hundreds or even thousands of trading partners across their organization, leading to significant business risk and financial cost when supplier data is inaccurate or not maintained. According to Spend Matters, “the lack of consistent, high-quality supplier information is costing the typical Global 2000 company tens to hundreds of millions of dollars annually.” Locating the best suppliers, keeping compliant and up-to-date supplier information, and negotiating the best agreements are all key components of effectively managing business commerce. However, to be successful, companies must venture beyond these steps to constantly discover, assess, and onboard new trading partners, facilitate the electronic exchange of business documents, and consistently measure and improve upon performance.

Many business-to-business (B2B) processes—including contract and credential management, new supplier or vendor registration, partner onboarding, and risk management—are currently executed using time consuming, manual, error-prone processes. Gartner Research estimates that companies typically spend up to \$1,000 per supplier each year in supplier management costs.¹

To effectively manage a supply base and deal with mounting regulations, companies are moving towards strategic supplier management or supplier network management (SNM) solutions, with the goal of extracting more value from inbound value chains and reducing the risks and total costs of procurement while increasing innovation. SNM solutions maximize the value of supplier relationships by ensuring quality throughout the supplier relationship lifecycle. This is particularly important in direct spend, where the quality and value of a supplier relationship can directly influence overall company performance.

SNM solutions work to improve the entire business process by solidifying business interactions and transactions, and by providing buyers and suppliers with much-needed visibility and control into the process through supplier portals, interactive dashboards, dispute resolution, eInvoicing, contract and payment management, robust reporting and analytics, and more. This PayStream Advisors market analysis report targets organizations seeking information regarding using SNM solutions to seamlessly manage and maintain relationships with their suppliers. The report will help CFOs, finance managers, procurement managers, AP managers, and IT buyers make technology decisions as they evaluate and select new SNM strategies and solutions.

¹ Gartner: Supply Chain Strategy, 2010.

Business Network History

The landscape of B2B networks has changed dramatically as workflows, data sharing, and shared processes have evolved from electronic data interchange (EDI) in the 1960s, to the emergence of value-added networks (VANs) in the 1990s, to the dawn of B2B marketplaces in the 2000s. Beginning in 2010, B2B supply chain business networks expanded to include interface reusability, canonical data models, multi-party applications, industry-specific multi-tier analytics, and community onboarding services. In these new B2B networks, supply chain visibility progressed from transactional to process-flow visibility, and the advent of cloud-based networks enabled greater speed and functionality.

Today's B2B supply chain business network solutions continue to mature, bringing new capabilities and functionality including forecasting analytics and cash management. They also centralize trading partner communication and data in every transaction.

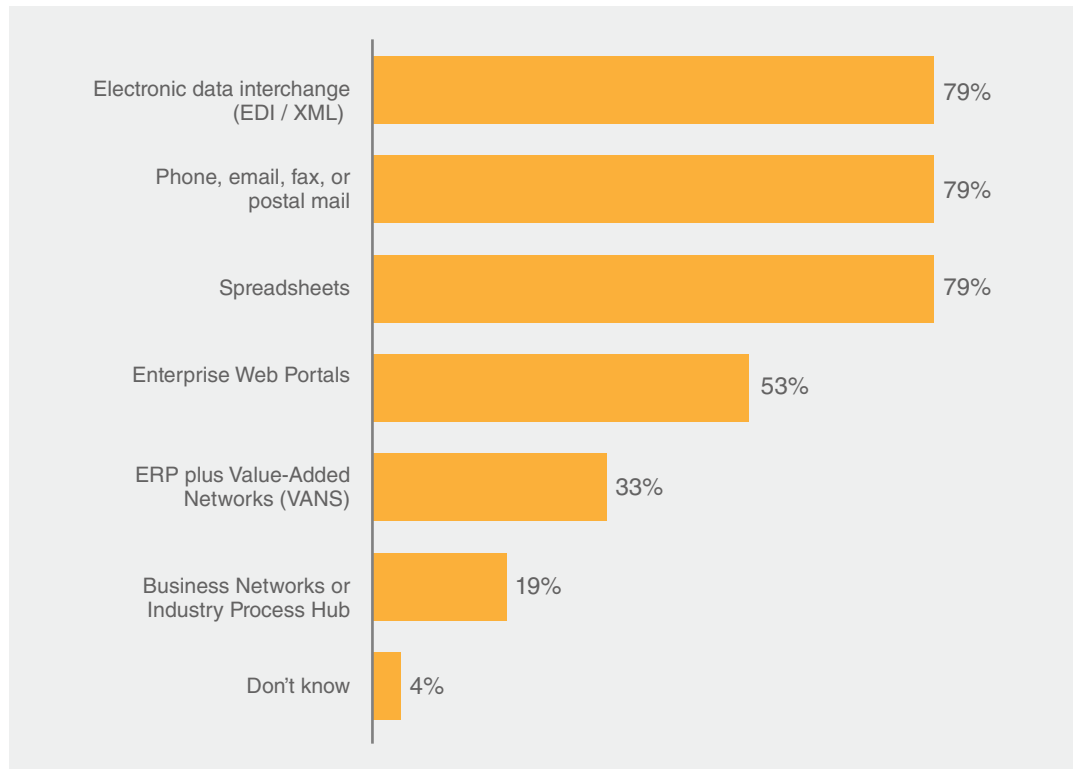
Business networks facilitate automation in three areas:

1. Connected information-sharing between buyers and suppliers, such as remittance data.
2. Direct B2B electronic links that increase the speed of transactions, such as invoices and POs.
3. Many-to-many support communication and collaboration.

The Power of the Network

Today's supply chains are not linear in nature; the flows are not point-to-point, but rather a complex network of many partners. Though many B2B network solutions are now in their second decade of maturity, most still depend on ad-hoc, labor-intensive, manual processes, see Figure 1. Reliance upon spreadsheets, email, and Electronic Data Interchange (EDI) results in disparate, unsynchronized information at higher costs, low visibility into the supply chain, and increased risk, among other pains.

Figure 1
*Business-to-Business
Solutions Currently
in Use*



Without a network system of record, data latency is high, resulting in out-of-date information that can wreak havoc in the supply chain. Supplier networks enhance supply chain visibility for all trading partners, in addition to offering collaborative processes and analytics. Supplier networks are no longer simple transaction-oriented exchanges for sending POs electronically; they are an important strategy necessary both for optimizing transaction-focused procurement and for improving supplier relationships. Supplier networks work to increase spend under management, lower costs related to poor supplier performance, and achieve higher rates of supplier compliance. Supplier networks also have a predictive signal to thwart supply issues before they occur and help identify new supply opportunities.

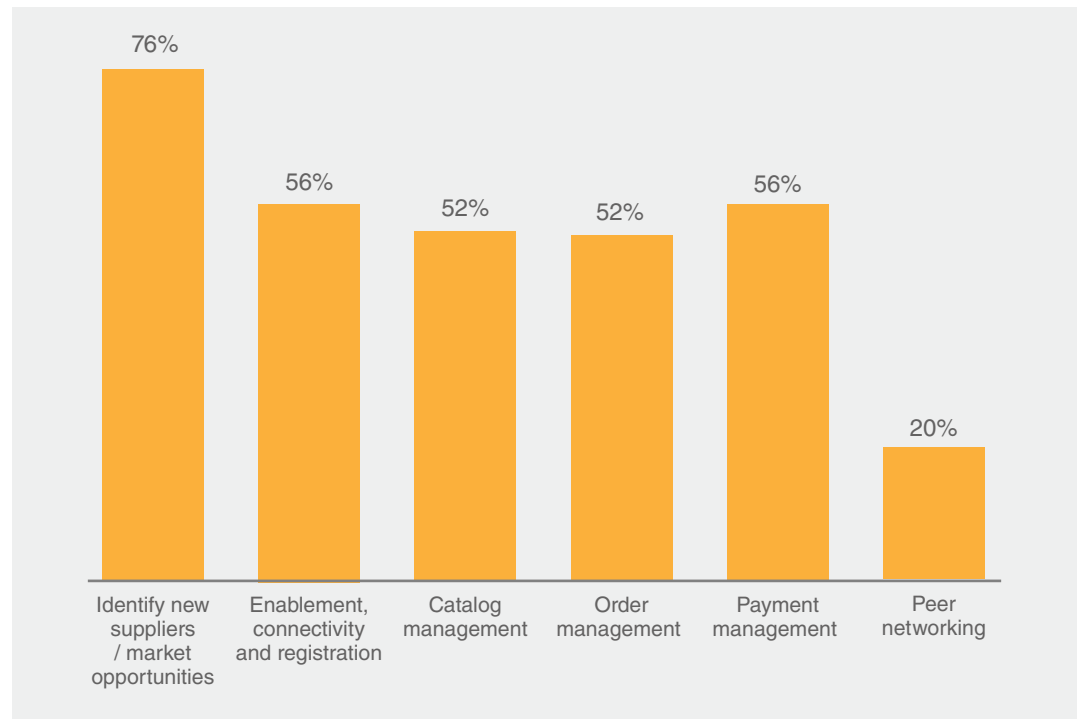
Today's supplier networks provide self-service functionality to approved suppliers, such as self-registration that allows suppliers to promote their products and services and facilitate commerce with a wider buying base. Buying organizations maintain control over the network and are required to approve suppliers in order to initiate transactions or transmit information over the network such as catalogs, invoices, or contracts. System architecture helps ensure safe communication and data exchange between buyers and sellers within the application.

One of the biggest drivers leading companies to consider SNM solutions is the high rate at which supply chain data changes. While weekly information synchronization was sufficient in the 1990s, and daily data was adequate in the last decade, today there is a need for real-time refreshes of daily data to

synchronize trading partner flows. Today's leading SNM solutions provide a specialized set of bidirectional process and data flows to support supply chain synchronization within a business network.

Supplier networks provide a many-to-many platform that enables trading partners to participate using several data and integration formats. These networks allow trading partners to engage in multi-tier, multiple-party processes. They also provide detailed analytics and benchmarking data. Figure 2 shows the top supplier network capabilities, with the leading capability being the identification of new suppliers and market opportunities (76 percent).

Figure 2
Supplier Network
Capabilities



Source: Aberdeen Group: Supplier Networks: Moving Beyond the Traditions of E-Procurement, April 2011.

Driving Forces Leading to Increased Adoption

While many organizations have invested in financial management systems to streamline the processes associated with managing suppliers, these systems fall short in providing complete analysis and insight into the broad range of supplier-related activities. Supplier management tools extend far beyond the historical focus on transaction-related activities, and now incorporate increased supplier intelligence, commercial and financial risk analysis, improved relationship management, and innovative methods of social enterprise collaboration. SNM solutions deliver actionable data and valuable insight that can be leveraged for improved decision-making and buyer/supplier collaboration.

Other key drivers that influence the evolving supplier management market include:

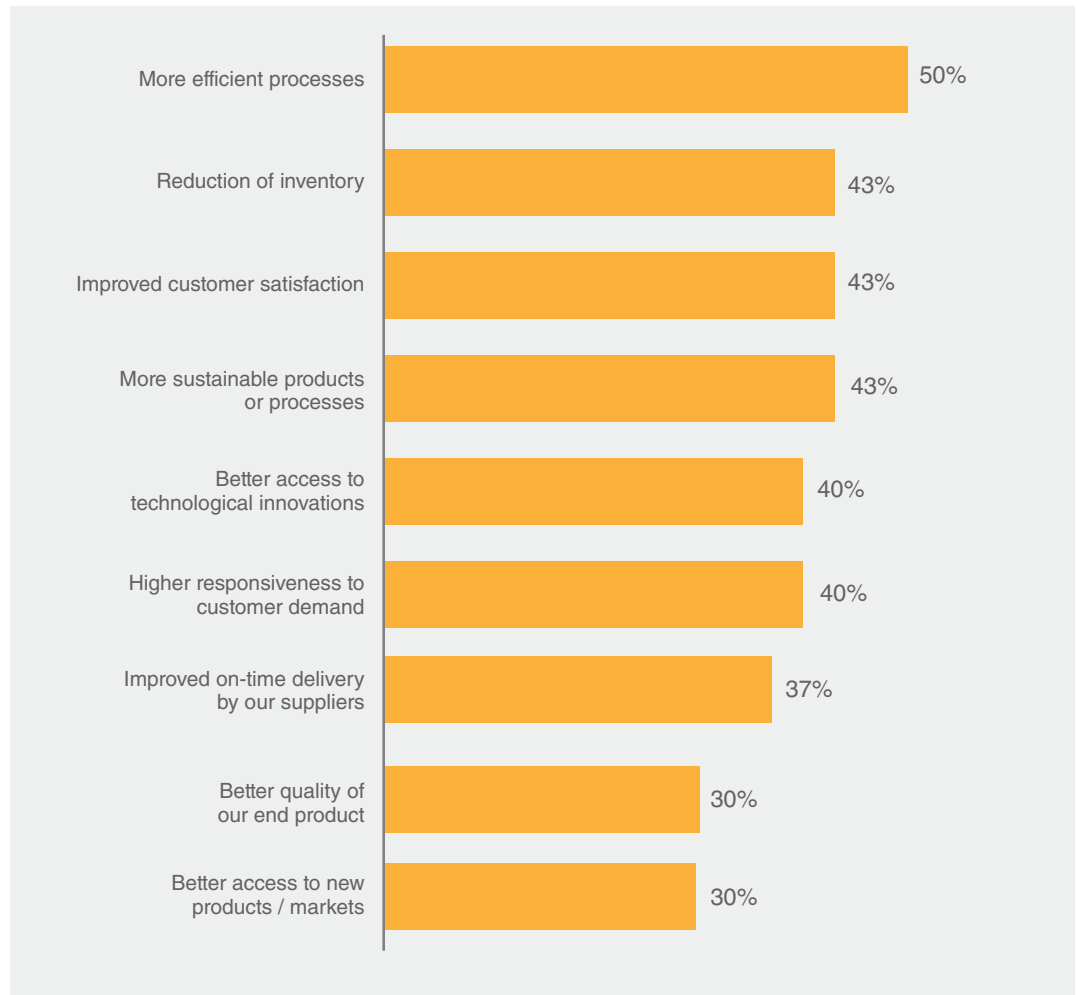
- » **Regulatory Requirements** – Supplier and regulatory compliance issues are a complex maze of overlapping regulatory authorities, process requirements, technical requirements, partnerships with certification bodies, advocacy groups and other non-governmental organizations, and global terms of trade. SNM solutions help buyers and suppliers reduce their risk of non-compliance, protect their brands, and cut costs by simplifying and streamlining compliance processes.
- » **Cross-Functional Discipline** – Supplier management extends beyond simple cost-cutting to strategically address the business requirements of all supplier-facing functions such as procurement, IT, sales, marketing, legal, and finance. SNM solutions can benefit the entire range of supplier-related segments. Organizations that implement supplier management tools as a cross-functional discipline can realize enterprise-wide returns on supplier management investment.
- » **Complex Business Environment** – As supply chains become increasingly complex due to global competition, changing economic policies, rapid price fluctuations, and inventory life cycles, organizations seek innovate solutions to effectively meet the specific needs of this ever-changing business environment.

Supplier Network Benefits and Barriers

The supply chain is a complex network of many partners. While the data flows are dynamic, connectivity through EDI and ERP is static, resulting in a lack of visibility. SNM solutions improve data quality by integrating disparate systems that track supplier information to create one system of record. These solutions provide a holistic view of suppliers and the supplier management process. SNM solutions take a multi-disciplinary approach to solving supplier management challenges by standardizing processes, improving how supplier data is collected, enhancing usage of supplier metrics, and improving the process of initially selecting suppliers. Simply put, supplier networks are a centralized place for buyers to collaborate with all of their suppliers, providing faster, more efficient processes.

The number one performance benefit associated with the implementation of a SNM solution is more efficient processes, followed by a reduction of inventory, improved customer satisfaction, and more sustainable products or processes, see Figure 3.

Figure 3
*Performance Benefits
of SNM*



Source: PWC: Supplier Relationship Management, 2013.

Supplier networks allow buyers and suppliers to transact and collaborate electronically, benefiting both the procurement and AP functions. Procurement benefits from increased visibility into financial operations, the ability to better manage spend and catalog pricing, instant electronic PO delivery, and savings associated with discount programs. AP benefits from the migration to 100 percent electronic invoicing that meets specific business requirements including VAT compliance, thus reducing invoice errors and exceptions.

Key features that are driving interest in SNM solutions include:

- » **Purchase Order Routing** – POs transmit vital data from a buyer to a supplier, including what is ordered, when, where and at what price. Supplier networks facilitate PO transmission and routing of POs, as well as change orders and related documents. In addition, supplier networks provide visibility and a means for buyers and suppliers to communicate regarding POs and supporting documents.

- » **Electronic Invoicing** – Eliminating paper in the invoice process reduces errors and speeds up transactions while providing improved visibility. Supplier networks help automate the invoice process through eInvoicing, which benefits both buyers and suppliers.
- » **Supplier Directory** – SNM solutions provide a single, centralized repository of supplier companies and contacts. Buying organizations predetermine the specific supplier information that is necessary to collect and maintain, including corporate-level data such as products, technical capabilities, and compliance status, as well as content-level data such as names, emails, logos, skills, roles, and responsibilities.
- » **Automated Supplier Registration** – Identifying and qualifying new suppliers can be a slow and error-prone process. The majority of SNM solutions available today include self-registration options for new suppliers, which allow them to build an online visual resume or profile of their company’s capabilities and product offerings. Supplier registration is completed under the control of an automated workflow process that enterprises configure for multi-party approvals and notifications.
- » **Self-Service Supplier Profile Maintenance** – SNM solutions allow suppliers to maintain their own information, thus ensuring that the data is always current. Solution functionality allows suppliers to upload contracts, insurance certificates, and other key documents directly to their profile as allowed by pre-established permissions. This saves an enterprise from having to spend time and resources obtaining up-to-date supplier information prior to beginning any B2B initiative.
- » **Mass Communication and Monitoring** – SNM solutions allow buying organizations to send targeted, personalized messages to large audiences of suppliers at once and easily create surveys or questionnaires and other web forms for inclusion. A detailed audit trail of supplier progress through assigned tasks allows enterprises to obtain real-time updates via reports and dashboards. SNM solutions also create audit trails of adherence to critical requests and reminder capabilities that facilitate effective management of large scale B2B initiatives.
- » **Project Management** – The combination of streamlined supplier selection and customizable project templates and workflow functionality within a SNM solution allows enterprises to define and execute community-based projects in an automated fashion, such as regulatory reporting, ensuring consumer product safety certificates are uploaded, and policy and procedure updates.
- » **Performance Benchmarking** – The benchmarking functionality in SNM solutions allows enterprises to evaluate supplier performance against other best-in-class suppliers in the network, or compare a supplier’s performance in the network by specific key performance indicators (KPIs).

- » **Built-In Alerts** – SNM solutions provide timely notifications of declining supplier performance, and predictive analysis tools anticipate supplier problems with sophisticated modeling, analytics, and prediction functionality.

The key features and capabilities of supplier networks continue to evolve, and companies are looking for ways to tap into the advantages of leveraging these networks. Both buyers and suppliers can reap the benefits of supplier networks.

Buyer Benefits

- » Reduce overall supplier management costs
- » Obtain a 360-degree view into all aspects of supplier information, including contracts, catalogues, quotes, performance, certificates, and contacts
- » Speed up supplier assessment and qualification by automating information collection and the new supplier approval process
- » Access services for supplier onboarding
- » Protect against supply disruptions and regulatory and compliance risks
- » Drive faster time to value and lower the total cost of ownership and results

Supplier Benefits

- » Increase sales opportunities—access to tens of thousands of buyers
- » Lower cost to service customers—the majority of supplier networks are free to suppliers
- » Improve communications with vendors through self-service supplier portals, dispute resolution, help desk support, etc.
- » Improve customer satisfaction
- » Facilitate faster payments with electronic invoicing and approval workflows
- » Accelerate order-to-cash cycle

Challenges with Supplier Networks

The number one challenge for a supplier network is gaining supplier adoption. Historically, onboarding 10 – 20 percent of suppliers was considered sufficient, but that is no longer the case. Being unable to electronically connect to a majority of a supply base leaves a tremendous amount of uncaptured value on the table. A successful supplier network is a simple numbers game: the more suppliers that are involved, the more transactions buyers can process and capture.

In order to achieve critical supplier mass, buyers must extend their focus beyond onboarding their top suppliers. While top suppliers represent a large portion of a buyer's spend dollars, they account for a mere fraction of total transactions. The more suppliers a buyer can connect with via the supplier network, the greater a buyer's opportunity to eliminate inefficient paper-based processes, free up staff for

high value tasks, lower transaction costs, and save through discount programs.

The era of no-fee supplier transactions has certainly boosted supplier enablement within networks. Solution providers continue to demonstrate real value to suppliers and develop partnerships and collaborative relationships as opposed to pushing additional costs and mandates onto suppliers. As more SNM solution providers continue to add more supplier functionality such as intelligence or social network and supplier capabilities, PayStream predicts supplier networks will continue to grow.

PayStream attributes the increase in supplier adoption to the following:

- » **Value Proposition to Suppliers** – When a supplier is presented with a request to join and transact over a supplier network, they weigh the costs and benefits. If charged membership fees or required to engage in costly IT projects, suppliers either will not participate or will charge back those added expenses to the buyer. To eliminate these obstacles, SNM solutions enable supplier enrollment that is fast, easy, and free. Suppliers are more likely to participate and take advantage of a network that offers them quicker payments, improved trading relationships, and visibility into the entire process.
- » **Ease of Connectivity** – Suppliers need to collaborate electronically from their own existing systems. SNM solutions enable invoice submission in multiple formats, so a supplier can choose what format works best for them.
- » **Best-in-Class Service** – SNM solution providers have dedicated onboarding teams to help buyers onboard their suppliers. These onboarding services provide suppliers with the connection options and personalized attention needed to get them up and running on the network quickly so they can receive orders, submit invoices directly into a buyer's AP system, check payment status, and collaborate effectively.

Supplier Network Management Universe

SNM solutions manage an enterprise’s supply base throughout the complete supplier lifecycle—from initial onboarding at the beginning of the relationship to continuous performance evaluations for ongoing improvements throughout the buyer/supplier relationship. These solutions help enterprises manage each supplier consistently and effectively, in an effort to reduce supply risk, increase supplier performance, and maximize cost savings.

A spectrum of tasks ensures strategic supplier management including supplier onboarding and registration, supplier qualification, supplier classification, category management, supplier evaluation, and supplier development. These tasks are outlined below.

1. **Supplier Onboarding and Registration** – SNM solutions make onboarding suppliers faster and more efficient. Automated workflows help manage the approval process for new suppliers, and self-service functionality allows suppliers to register themselves.

Figure 4
Supplier Network
Management Universe



2. **Supplier Qualification** – SNM solutions streamline the supplier qualification process. Many solution providers have built-in questionnaires or custom surveys buyers can create for suppliers that are under consideration. SNM solutions provide complete visibility into the supplier qualification process, which gives buying organizations the ability to monitor progress and keep the process moving forward.
3. **Supplier Classification** – SNM solutions provide a portfolio-level view of supplier relationships, and offer the visibility necessary to determine the right mix of suppliers to best serve specific business needs and reduce overall supply risk. Buyers can quickly search and identify suppliers using multiple criteria, in addition to storing and accessing time-dependent sustainability scorecards, attachments, qualification results, and certificates.
4. **Supplier Evaluation** – SNM solutions allow buyers to monitor and evaluate the performance of suppliers. KPIs and scorecards monitor daily work performance, contract procedures, price negotiations, and more, and reports can be generated from this data to identify valuable suppliers and manage them effectively.
5. **Supplier Development** – SNM solutions allow buyers to collaborate with internal stakeholders and suppliers on activities and projects to optimize performance. Automated workflows can be established, and reminders can be set for due dates of assigned tasks. Buyers and suppliers can access activities and tasks in one central location and have complete transparency in joint initiatives.

Supplier Network Management – Next Steps

To move forward and identify a SNM solution that meets your organization's specific needs, PayStream Advisors recommends four steps:

1. **Define Supply Chain Visibility** – Clearly define what supply chain visibility means to your organization and what level of visibility is needed to make informed decisions about supplier performance, risk exposures, and financial metrics.
2. **Synchronize the Supply Chain** – While most companies understand the need for integrated information, most do not understand synchronization. In order to make a case for supply chain synchronization, a buying organization needs to be able to trace the number of times changes are made to POs by suppliers, forecast supplier performance, and predict lead times and cycles for carrier commitments.
3. **Educate on the Value of Supplier Networks** – SNM solutions continue to add new functionalities to ensure supplier selection, measurement, and compliance management. The rapid pace of supplier network technology changes requires understanding and education. Most people within a company conceptualize an enterprise model that is inside-out with regard to the supply chain. Changing this thought process to thinking of the supply chain as a business network with flows outside-in is a drastically different data model, requiring education and a gradual evolution of thinking.
4. **Partner with a SNM Solution Provider** – SNM solutions are continually evolving, offering new capabilities to cultivate value-driven supplier relationships that encourage supplier excellence and increase profitability. These solutions need to be viewed as a partnership opportunity. The greatest ROI will happen when business leaders invest time with solution providers to define new collaborative applications and analytics.

Selecting a SNM Provider

While the benefits of SNM solutions are apparent, reaping maximum benefits from your automation initiative requires selecting a solution provider that is a good fit for your organization. A thorough, critical analysis of various technology solutions and the functionality they provide in light of your organization's business needs is essential. To help you with your due diligence, this section outlines the questions you should ask.

- » Does the solution integrate with your ERP or procurement system?
- » Is the solution free for suppliers (no membership or transaction fees)?
- » Does the provider help onboard your suppliers—both large and small?

- » Does the solution provide the functionality outlined in the Supplier Benefits section of this report?
- » Does the solution have a centralized portal to manage supplier profiles, certificates, diversity, and risk metrics?
- » Is ad-hoc and custom reporting functionality included in the solution?
- » Is buyer and supplier training included?
- » Does the network facilitate the transmission and routing of purchase orders?
- » Does the solution provide electronic invoicing?

Coupa Profile

Founded in 2006, Coupa Software is a leading provider of cloud-based financial applications. More than 450 customers in over 40 countries trust Coupa’s suite of financial applications to support business agility and reduce costs. Coupa provides a suite of true cloud applications for finance—including accounts payable, sourcing, procurement, and expense management—that allows customers to realize a return on investment within a few months and savings that continually impact the bottom line.

Coupa’s mission is to deliver software innovation that breeds responsible spending while impacting the company bottom line, which has resulted in Coupa’s explosive growth in bookings, renewal rate, and platform usage. Coupa has witnessed a 97 percent annual customer subscription renewal rate due to the solution’s ease of use and integrated procurement, sourcing, expense, and invoice solution functionality. Coupa is a 100 percent SaaS, cloud-based application, which frees clients from the expensive and time-consuming burden of operating and maintaining their own applications and infrastructure. Coupa has partnered with Amazon Web Services to provide the hardware and infrastructure to support Coupa’s scalable platform. Customer instances are configured independently through a user interface, and externalized configuration files and upgrades are all included in the subscription model.

Coupa’s security features include high-grade encryption of passwords, state-of-the-art kernel firewalls and intrusion detection software, multi-layered architecture to secure customer sessions and prevent unauthorized data access, and best-in-class disaster recovery protocols that eliminate data loss in the event of system failure.

Website	www.coupa.com
Founded	2006
Headquarters	San Mateo, CA
Other Locations	New York, NY; Chicago, IL; San Diego, CA; Reno, NV; London, United Kingdom; Dublin, Ireland; Sydney, Australia
Number of Customers	450+
Key Clients	Sanofi, Molina Healthcare, Royal Bank of Canada, NEC, Toyota, Rent-a-Center
Target Verticals	Healthcare / Pharmaceutical, Retail, Financial Services, Food & Beverage, Technology, Manufacturing

Awards / Recognitions	<ul style="list-style-type: none"> » Forrester P2P Leader » Gartner E-Procurement “Market and Vendor Landscape” Report Leader » Best in Biz Awards International » Fastest Growing Company » AlwaysOn OnDemand Top 100 » PayStream Advisors P2P Excellence Award in Spend Management » Deloitte Technology Fast 500 Award
Solution Name	Coupa Supplier Network

Solution Overview

Coupa’s Supplier Network provides flexibility and facilitates transactions by giving buyers and suppliers an easy-to-use platform that allows them to interact in a number of formats including CSV, cXML or EDI. Suppliers that do not use these systems can still use the Coupa Supplier Network to create punchout sites without incurring costs. Through Coupa Supplier Network, purchasing departments can securely connect their suppliers to their purchasing system to streamline and automate the ordering and invoicing process, saving valuable time and money. Suppliers can receive POs, acknowledge order receipt, and submit invoices for payment through the system. They can also manage their billing and contact information, making it easier for suppliers to connect with buyers.

The Coupa Supplier Network allows suppliers to manage their own catalogs and punchout sites. Rather than investing time ensuring current pricing and availability information is up to date, suppliers can upload current data while the buying organization maintains control over the catalog. The supplier can set start and end dates, allowing buyers to compare current and new pricing and decide whether to approve it. The Coupa Supplier Network gives suppliers access to a low-cost, high-volume order channel, thus increasing their order-taking efficiency, reducing mistakes and delays fulfilling orders, and maintaining a better presence with key customers. In addition, the Coupa Supplier Network provides suppliers with a channel to gain new customers and increased sales.

Supplier Recruitment

There is no fee for suppliers to join the Coupa Supplier Network or submit invoices, which has led to Coupa’s higher-than-average supplier adoption rate. The Coupa Supplier Network is comprised of more than 1.3 million suppliers. Such a large supplier network allows efficient communication and commerce between buyers and suppliers of all sizes. Coupa provides active supplier recruitment efforts for customers needing these services, including Supplier Data Validation, Supplier Classification, Supplier Communication, and Supplier Enablement.

The Coupa Supplier Network offers suppliers a wide array of features, all for no cost, that decrease AP processing efforts and reduce the volume of calls to AP. Supplier functionality includes managing company information, configuring PO transmission preferences, receiving POs, acknowledging orders, creating an online catalog, submitting invoices for payment, and checking invoice payment details and status.

Electronic Invoicing

Coupa Invoicing provides organizations with a complete and intelligent solution for managing their AP processes. It supports capture through a supplier self-service portal or multiple electronic mechanisms. Customers can elect to use Coupa's partners for scanning and document conversion into Coupa's system, or they can integrate with other providers for scanning and OCR.

Coupa supports 2-way or 3-way matching of invoices against POs and receipts, and can combine matching with tolerance checks to make sure invoices meet specific tolerance thresholds. Discrepancies are placed on hold for additional review and approval. All customer data and image files are stored for the duration of users' subscription with Coupa, users can run simple and advanced searches of invoices to gain quick and easy access. Search results provide summary data with the ability to drill down into each invoice, which also gives access to any documents attached to the invoice.

Workflow

With Coupa's workflow management, different approval chains can be configured for different purposes (e.g., requisitions, invoices). Tasks are routed via email and/or application display, and auto-notifications are emailed to users to inform them of action items required, status changes, or updates. These feature automatic escalation. From configurable operational dashboards, AP teams can easily set up Coupa's robust invoice approval workflows based on pre-defined validation criteria, allowing them to manage their workloads, drive on-time payment, and ensure invoices are paid on-time to benefit from pre-negotiated early payment discounts. These workflows can handle multiple approvers and disputes, and users can create customized invoice management views to see different groupings of invoices for workload management and other role based views.

Reporting and Analytics

Coupa provides over 100 pre-built reports to ensure complete spend visibility for any organization. All reports in Coupa can be easily generated through an intuitive web interface. Reporting dashboards can be set up for different business levels, featuring real-time graphical views that provide critical insights to spending management performance, supplier performance, liquidity, and more. Users can also build their own custom views and self-schedule reports.

Coupa's unique performance benchmarking capabilities can calculate company performance across 35 key purchasing and expense management KPIs and compare those metrics against a market benchmark that is updated nightly, entirely from transactional data pulled from across the Coupa platform. Coupa also provides a spend analytics BI that includes customized dashboards, and all transactions, approvals, and important master data contain an audit trail with date/time stamps throughout the application.

The Coupa Customer Success portal is a help and training tool through which suppliers can find out more information about the Coupa Supplier Network, and where Coupa continually notifies buyers and suppliers of any updates or new trainings. Coupa routinely monitors the regulatory environment to ensure ongoing compliance in the development and delivery of their product and services.

Implementation and Training

Coupa's robust implementation methodology is based on best practices and templates that have been refined over the course of 450 Coupa implementations. They tailor the entire process to customer's specific business needs and requirements. The typical timeline for a Coupa implementation varies, but deployments range from 3-6 months. Although little training is needed for this intuitive system, customers can opt for both online and in-person training, and specific training is also available for administrators.

Available for companies after implementation and training is complete, the Coupa Best Practice webinar series runs every Thursday at 11 am PT, giving customers the opportunity to interact with each other and discuss topics that are relevant to their business. Coupa provides customers with three options for pursuing support: phone, email, and the Coupa support portal. Depending on the support package, support technicians are available 24x7 for priority cases.

Conclusion

Heavily influenced by the rise of cloud computing, the supplier network landscape has dramatically changed over the past several years. Increased adoption of supplier networks is largely attributed to improved networking functionality and the electronic transfer of documents between buyers and suppliers. This introduces a new level of visibility into trading relationships, and creates an environment in which buyers and suppliers can collaborate with one another in an effort to drive improvement, lower costs and risk, and create more effective relationships that help drive competitive advantage.

In an effort to maximize the buyer/supplier relationship, it is critical that both parties broaden their understanding of how they can connect with each other to share information in supplier networks. As more buyers and suppliers witness the benefits of supplier networks, PayStream predicts that adoption of these networks will continue to grow.

About PayStream Advisors

PayStream Advisors is a technology research and consulting firm that improves the way companies plan, evaluate, and select emerging technologies to achieve their business objectives. PayStream Advisors assists clients in sorting through the growing complexities of IT applications related to business process automation with the goal of making objective, analytical, and actionable recommendations. Wherever business process automation technology is an issue, PayStream Advisors is there to help. For more information, call (704) 523-7357 or visit us on the web at www.paystreamadvisors.com.