



Standardization and centralization with Coupa

A deeper look at their implementation journey

BETTER TOGETHER

"Working with Clearsulting to implement Coupa was the most seamless consulting experience I've had to date. Their well-rounded team of experts kept us on track through a complex design and testing process and provided the training we needed for a successful go-live."

—Darren Leggett, VP, Finance and Accounting

Investing in Coupa to establish operational efficiency

Since 2015, Commercial Real Estate Exchange, Inc. (Crexi), a leading commercial real estate data platform and online marketplace based in Los Angeles, has played a transformative role in reshaping the commercial real estate ecosystem—delivering the infrastructure, intelligence, and transparency that modern CRE demands. By eliminating legacy barriers and expanding access to information, relationships, and opportunity, Crexi has become the platform where the industry operates: a centralized marketplace to access insights, connect, transact, and accelerate growth.

As part of its ongoing commitment to innovation and operational excellence, Crexi has invested in Coupa's industry-leading Source-to-Pay (S2P) suite. This strategic move was aimed at boosting productivity, enhancing supplier management, and delivering exceptional value to its clients. By integrating Coupa with its technology infrastructure, Crexi is streamlining operational efficiency, improving spend visibility, and managing the business in a more optimal manner. This investment marks a key milestone in Crexi's digital transformation journey—strengthening efficiency, scalability, and long-term growth.

Centralization of S2P data and process standardization

As with many rapidly growing organizations, the company's leadership encountered familiar operational challenges—namely, a lack of process standardization and fragmented, decentralized data spread across multiple legacy systems. These inefficiencies led to significant bottlenecks in critical functions such as supplier onboarding and invoice processing. Without a unified approach or centralized visibility, teams were forced to rely on manual, time-consuming processes that strained internal resources, delayed payments, and hindered the ability to scale effectively. Recognizing the need for transformation, leadership sought a solution that could bring consistency, transparency, and automation to their Source-to-Pay operations.

Partnership with Clearsulting

Clearsulting approach

Process: Providing leading practice guidance and then collaborating with Crexi teams to standardize and enhance supplier management, purchasing, and accounts payable processes—engineering workflows that make sense for Crexi.

People: Providing training and ongoing support to address questions and concerns while strengthening a seamless solution adoption. That also meant using office hours and open forums to drive engagement and results.

Technology and data: Centralizing S2P and supplier onboarding processes within a single, integrated solution—seamlessly connecting to the ERP—to enhance operational control, improve data integrity, and enable more strategic decision-making.

Automation through SIM

Enabling the Supplier Information Management module streamlined and automated their cross-functional supplier onboarding review process while strengthening controls.

Results you can see

Following the successful Coupa go-live, Crexi streamlined operations by decommissioning four legacy systems, standardizing the month-end close process, and automating key workflows including supplier onboarding, purchasing, invoice processing, and payments.

To see more case studies, visit:
clearsulting.com/about/case-studies

The Crexi logo, featuring the word "CREXI" in a bold, blue, sans-serif font, followed by a stylized blue bar chart icon.

Industry: Real Estate Technology

Challenges:

- Inefficient processes
- Suboptimal spend management
- Tech debt

Solutions:

- P2P with Invoice Smash, Expenses Management, Coupa Pay, and SIM

Results:

- 69% reduction in invoice approval cycle time
- 64% reduction in expense approval cycle time
- 50% reduction in annual tech costs