

Strategic finance and procurement with Coupa

Diving into Syska Hennessy's implementation journey

BETTER TOGETHER

"Collaborating with Clearsulting was a positive experience. The team demonstrated a strong understanding of our needs, worked collaboratively with us, and remained adaptable throughout the engagement. Their support helped us navigate challenges, enhance our operations, and lay the groundwork for future success."

— Anthony Jamsek, Director of Information Systems, Syska Hennessy Group

Investing in Coupa to drive operational efficiency

Syska Hennessy Group, a global engineering firm, embarked on a digital transformation journey, hoping to modernize its Source-to-Pay (S2P) processes. Their legacy systems were fragmented, leading to delays in supplier payments, inconsistent workflows, and data discrepancies. Without a unified platform, they struggled to manage spend effectively and maintain compliance. This was due to:

- Manual approvals that created bottlenecks in indirect spend and facility orders
- Onboarding delays and inaccurate supplier data
- Manual expense payments that hindered financial reporting and user adoption
- Lack of integration with payroll and ERP systems

Centralization of P2P data and process standardization

Syska Hennessy's challenges were in the way of end-to-end automation and real-time visibility. But they had the right mindset—thinking long-term, they wanted to improve scalability while empowering their team to stay strategic with data-backed insights. That's where Clearsulting came in—helping implement Coupa's S2P, Supplier Information Management (SIM), Invoice Smash, Pay, and Expense Management modules. We also helped integrate Coupa with their ERP for a more comprehensive solution.

What we did

We worked with Syska Hennessy to:

- Increase on-contract spend, guiding users to preferred suppliers and catalogs, improving compliance and cost savings
- Enforce compliance through automated controls and approval workflows
- Enhance spend analytics with real-time dashboards to track savings, supplier performance, and process efficiency against industry benchmarks
- Automate data flows between Coupa and their ERP, ensuring real-time visibility into supplier master data, payment confirmations, and project-specific invoicing

After identifying control gaps and inefficiencies in their procurement and payment processes, we focused on holistic change—tailoring engagement across each end-user base. Coupa was the final piece that brought it all together, centralizing S2P processes and integrating with their ERP.

This resolved critical purchasing integrations, including punchout catalogs, for a clear workflow. Automated supplier onboarding through Supplier Implementation Management (SIM), invoice processing, and payment workflows helped too, enhancing data integrity and operational control.

Post-implementation support

It wasn't over at go-live—we also helped resolve ad-hoc queries related to invoicing, purchasing, and supplier management and train the team on 3-Way Match, Content Groups setup, and roles and permissions configuration as part of our ClearsultingPlus package.

We even delivered a macro-enabled Employee Payroll Information Profile (EPIP) merge file in ADP, along with documentation and an FAQ guide to streamline payroll integrations for expense payments.

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



Industry: Engineering

Employees: 650

Geographies: United States, APAC

Results:

- 100% electronic purchase order rate
- 24% increase in electronic invoices within one month of go-live
- 73% on-contract rate by order amount
- Standardized workflows across 100% of procurement and expense management activities