



# Refined control and efficiencies with Coupa



A deeper look at their implementation journey

## BETTER TOGETHER

“Clearsulting has been an instrumental partner in guiding Dental Care Alliance throughout our planning, implementation, and launch of multiple innovative Coupa modules to enhance operational efficiencies.”

—Kate Wood, Dental Care Alliance

### A legacy of excellence

Dental Care Alliance (DCA) has been a trusted leader in dental support since 1991. As the partner of choice for over 900 dentists across 24 states, DCA continues to set the standard in the industry through its innovative practice support model and unwavering commitment to both exceptional patient outcomes and team member engagement.

### Elevating procurement through ownership and innovation

Prior to Coupa, DCA's processes were largely manual. Seeing an opportunity to improve supplier onboarding, DCA launched a strategic initiative to implement Coupa's Risk and Performance Management suite, including the Supplier Information Management (SIM) and Risk Aware modules. The objective was to enhance strategic insights, strengthen compliance, and streamline procurement operations. In collaboration with Clearsulting, DCA successfully deployed these solutions, creating measurable improvements in data quality, process efficiency, and visibility.

### Why Coupa was the right fit

Coupa offered a unified platform to manage the entire procurement lifecycle—from punchout requisitions and contract workflows to accounts payable processing—all while integrating seamlessly with DCA's existing ERP. Its strong supplier governance capabilities, powered by Supplier Information Management (SIM) and Risk Aware, allowed DCA to streamline vendor onboarding and route suppliers through the right workflows. Just as importantly, Coupa's scalable, modular suite—including tools for Sourcing, Contract Lifecycle Management (CLM), RPM, and Pay—aligned with DCA's long-term vision for a more mature and future-ready procurement function.

## Partnership with Clearsulting

To bring their vision to life, DCA and Clearsulting worked side-by-side to design solutions tailored to DCA's needs. This meant taking advantage of new Coupa capabilities while improving what was already in place. Clearsulting offered strategic guidance on everything from approval workflows to contracting and matching logic—ensuring the system was ready for performance and scalability.

### Better compliance and visibility

Together, we redefined supplier requirements and introduced governance that ensured timely, accurate information. Using Coupa's SIM module, we implemented dynamic workflows based on supplier type—bringing greater consistency and alignment across teams. Meanwhile, Risk Aware helped DCA proactively classify suppliers and assess performance with scorecards. The result: better compliance, clearer visibility, and a stronger foundation for supplier relationships.

The logo for Dental Care Alliance, consisting of a blue stylized arrow pointing right with horizontal lines inside, followed by the text "Dental Care Alliance" in a bold, dark blue sans-serif font.

## Dental Care Alliance

**Industry:** Dental Care Network

**Employees:** 5,000+

**Geographies:** North America

**Solutions:**

- RPM + SIM Coupa module implementation

**Results:**

- \$4.7M in annual savings
- 93% purchasing on catalogs
- \$630k in reduced supplier onboarding costs

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