

# VCA, INC. GAINS SUPPLIER ONBOARDING SIMPLICITY AND SCALABILITY WITH PUNCHOUT2GO VENDOR CONNECT HUB



CLIENT: VCA, Inc.

INDUSTRY: Veterinary Medicine

OBJECTIVE: Reduce supplier integration cost and complexity to streamline and automate the P2P process.

CHALLENGE: Onboarding suppliers that support different systems and protocols

PunchOut2Go SOLUTIONS:  
PunchOut Vendor Connect Hub

## EXECUTIVE SUMMARY

VCA, Inc. - an operator of more than 750 animal hospitals within the United States and Canada - made the strategic decision to partner with PunchOut2Go (whose core focus is B2B e-procurement integrations) in order to access the right technology and integration support needed to transition its suppliers to its newly adopted Coupa Software e-procurement application. The challenges VCA faced were reducing the complexity of system integrations, accessing solutions to fill both the technology and process gaps to meet its requirements, and accelerating on-boarding time.

## Leveraging PunchOut2Go Vendor Connect Hub, VCA achieved:

- Accelerated vendor deployment time
- Cost and resource savings for itself and each of its vendors
- Six-fold increase in the number of vendors deployed
- Supplier integration flexibility, scalability, and support
- Manual invoice reduction and invoice automation
- 85% order to invoice automation

“ The PunchOut2Go Vendor Connect Hub not only saved VCA time, it also simplified our approach with our suppliers as their IT resources are limited. Because we did not require suppliers to map to our Coupa specifications, we delivered our integrations on time. ”

David Karakas Director of Procurement, VCA, Inc.



**Animal Hospitals**

● 4700 compassionate veterinarians

● 525+ board-certified specialists

● 750+ animal hospitals

● 43 US states

● 5 Canadian provinces

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# VCA: PROVIDING THE VERY BEST IN VETERINARY MEDICAL CARE

VCA is committed to continuously improving the standard of care for its hospitals and for veterinary medicine as a whole. Within its family of hospitals, VCA has 65 Specialty Hospitals with over 525+ Board Certified Specialists who provide services in oncology, dentistry, surgery, orthopedics, diagnostic imaging, stem cell therapy, and more. VCA provides an integrated approach to quality, local doctors, and world-class care. All its staff work hard to ensure that VCA's love of animals translates into compassionate care and respect for its patients.

## CHALLENGE

**Eliminating Supplier E-procurement Integration Barriers**  
VCA wanted to move from a dated in-house procurement system it had outgrown to Coupa Software e-procurement application in order to automate and streamline procure-to-pay processes. VCA needed to initially transition key suppliers over to the new purchasing platform, which combined for a transaction volume of over 800,000 invoices and \$250M in spend. However, more than half of those suppliers did not have the ability to support a cXML protocol or more importantly, how VCA required the cXML, and average deployment time to onboard a new vendor was 6-9 months. As a result, VCA engaged PunchOut2Go to assist with the integration of key high-volume suppliers via EDI, cXML and other methods to conform and adapt to their new Coupa Software e-procurement application in order to streamline the supplier onboarding and transaction processes. PunchOut2Go, uniquely positioned in the middle of B2B buyers and suppliers, supports thousands of e-procurement integrations on over 90 different procurement systems for customers across over 40 countries.

## SOLUTION

To overcome its challenge, VCA adopted the PunchOut2Go Vendor Connect Hub - a platform-as-a-service gateway technology which acts as layer between VCA's Coupa Software e-procurement system and their suppliers' ecommerce and order management back-end systems. This middleware technology can consume any type of data and transaction communication protocols from any business system, translate into the protocol needed, and map accordingly to enable procurement and commerce business applications to communicate effectively and enable businesses to transact electronically.

**With PunchOut2Go Vendor Connect Hub technology, VCA and their suppliers can maintain their current EDI, cXML etc. infrastructure and PunchOut2Go technology enables both to map and conform to each other's specifications.**

## PunchOut2Go Vendor Connect Hub was developed to meet a vital B2B ecommerce procurement integration need:

- For procurement to generate return on investment from e-procurement technology, suppliers must be able to integrate online catalogs and transact electronically - yet suppliers have limited capabilities, limited resources and often sell to buying organizations utilizing e-procurement spend management systems which communicate via different protocols, making integrations unstandardized from system to system, customer to customer.
- Procurement departments within B2B buying organizations are pressured with onboarding more suppliers to gain visibility into spend across their organization and apply this pressure to their vendors to offer the right technology to do business with them.
- With PunchOut Catalogs, supplier catalog content and products are readily and easily accessible from within the buyer's procurement application, allowing buyers to purchase online while maintaining their connection with their procurement system.
- PunchOut2Go is the only provider of an adaptable platform-as-a-service gateway solution to integrate PunchOut Catalog functionality into vendors' existing commerce applications, plus services to help vendors receive electronic purchase orders and transmit invoices in a format required by both systems.

PunchOut2Go Vendor Connect Hub helped VCA eliminate the technology challenges on the vendor side of the equation as well as the buy-side and e-procurement system. The technology challenges were not due to their system of choice, but more-so how VCA needed to transact. Vendor Connect Hub features that benefited VCA include:

- Supplier Integration & On-Boarding Ramp-up drastically reduced
- Continuity
- Dedicated support channel resources
- Transaction compliance and automation

## RESULTS: CURRENT & FUTURE SUPPLIER ADOPTION CHALLENGES RESOLVED

PunchOut2Go's Vendor Connect Hub Technology and professional services integration team delivered measurable success to VCA procurement initiatives and overall business. This technology greatly helped VCA reduce the time and effort in transitioning key suppliers from their outdated homegrown procurement system over to their new Coupa Software e-procurement platform and continues to add more suppliers for VCA. PunchOut2Go's solution and services provided cost savings to VCA and their suppliers given the minimal development needed from suppliers to integrate with Coupa; drove more spend through VCA's procurement system; and expedited the ordering and invoicing cycle time while reducing manual errors.

After the initial deployment of the first round of suppliers, VCA realized a:

- **50% reduction in supplier onboarding time**
- **6x increase in the number of suppliers deployed**
- **92% of spend captured on purchase order and completed on catalog**
- **Reduction of 40,000 invoices that no longer require manual intervention for GL coding**
- **100% flexibility to easily integrate with any supplier regardless of whether they have the technical capabilities and support necessary**

Without partnering with PunchOut2Go, VCA would have spent valuable money, time and resources – along with their suppliers' money, time and resources – in onboarding hosted catalogs as well as PunchOut Catalogs where necessary and order automation capabilities via Coupa. By using PunchOut2Go technology as middleware, VCA also benefits from the ability to rapidly adapt to expanding requirements and transition procurement technology as future needs change, thereby removing the need to rework the entire technical integration process requirements from the equation.

**PunchOut2Go reduced the overall cost and complexity for VCA and its suppliers to integrate with e-procurement systems and automate e-procurement processes.**

“ Previously, the cycle time to deploy a new supplier on VCA's homegrown system averaged six to nine months. With PunchOut2Go's support, cycle time to deploy a supplier has now decreased by 50% ”

David Karakas Director of Procurement, VCA, Inc.

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For more information, visit [www.PunchOut2Go.com](http://www.PunchOut2Go.com)