



Services Procurement technology enablement with Coupa

Transforming services procurement to drive
control, compliance, and cost efficiency



Modernizing services procurement operations

Organizations face growing pressure to manage services spend and contingent workforce engagements with greater control, efficiency, and visibility. As services procurement becomes more complex, leading organizations are adopting digital solutions to standardize workflows, source and manage external workers, automate service tracking and invoicing, and gain real-time insight into spend, supplier performance, and workforce utilization. KPMG LLP helps clients align technology, process, and governance to create a more efficient, compliant, and transparent services procurement operating model.



Common challenges in services procurement

- Fragmented services and contingent workforce processes
- Poor visibility into services spend and worker utilization
- Manual service, time sheet, and invoicing processes
- Inconsistent rate compliance and approval controls
- Limited supplier and workforce performance insights

Top reasons for implementing Coupa Services Procurement



Improve spend and workforce visibility



Increase operational efficiency



Standardize services and
worker engagements

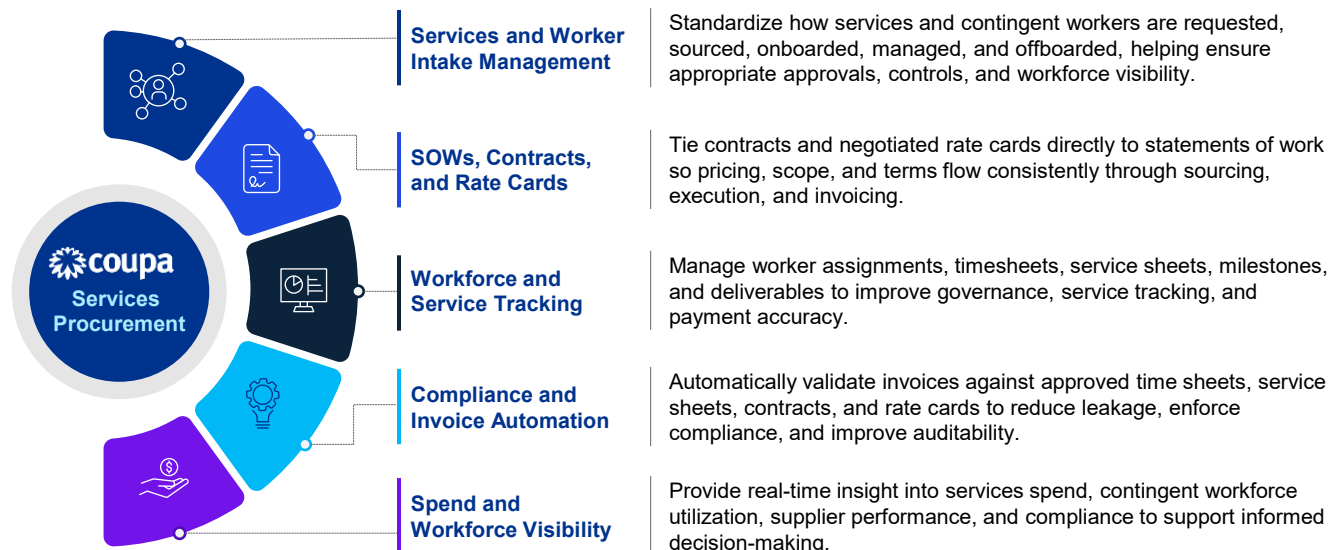


Strengthen supplier
collaboration and performance



Improve compliance and controls

Improve services procurement control and execution with Coupa Services Procurement



The KPMG services procurement advantage

KPMG helps organizations bring control, visibility, and consistency to services spend and contingent workforce management by combining deep Coupa Services Procurement experience with hands-on delivery experience. We go beyond system implementation to help clients design the right operating model, workforce governance framework, and service procurement processes. Backed by strong S2P experience, KPMG enables compliant execution, reduced leakage, improved workforce visibility, and sustainable business outcomes.

Case study: Services procurement transformation

KPMG worked with a utility infrastructure services company to modernize its services procurement processes, improving control, visibility, and compliance across subcontractor services.

Client challenges



- Fragmented subcontractor management and manual invoicing across regions
- Limited visibility into invoice status, rates, and supplier performance
- Incorrect rates, duplicate invoices, and unmanaged supplier submissions
- Integration gaps between work order management system and Coupa requiring custom solutions

Response



- Launched a four-region pilot to validate services procurement capabilities
- Integrated the work order management system and Coupa to automate subcontractor work, invoicing, and payment visibility
- Delivered targeted change management, training, and supplier enablement
- Defined a phased regional rollout aligned to spend and supplier readiness

Outcomes



- Enabled more than 30 suppliers covering over \$50 million in annual subcontractor spend
- Reduced invoice errors and manual processing through automated matching
- Delivered real-time visibility into purchase orders, service sheets, and invoices
- Strengthened compliance and eliminated rogue services spend

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