

eProcurement Release Management gives AIB confidence in its Coupa investment

About the Client

AIB is a financial services group operating predominantly in the Republic of Ireland and the UK with a presence in the United States. The bank provides a wide range of services to personal, business and corporate customers in target markets and has leading market shares in banking products in the Republic of Ireland. AIB's business has been restructured in recent years with the aim of becoming a customer focused, profitable and lower risk institution, well positioned to support economic recovery in Ireland while seeking to generate sustainable shareholder returns.

To get the most out of its investment AIB needed to optimise the upgrade process that occurs several times a year.

Challenges

With over 8,500 registered Coupa users, and around 3,000 regular users, AIB has its work cut out to ensure the automated procurement system that handles the firm's invoices, purchase orders and expenses is always up and running seamlessly on the latest release.

To get the most out of its investment AIB needed to optimise the upgrade process that occurs several times a year. AIB sought assistance with this unfamiliar release process so it could maximise the benefits of new functionality and features in order to continuously improve user experience and increase system usage. AIB also wanted to reduce the risks of key processes within the system working incorrectly if the new releases were not carefully managed.



Solution





AIB chose the release management service from Xoomworks Procurement, its Coupa implementation partner. The service provides release management for each of the three major Coupa upgrades that occur each year, taking AIB from regression testing through to production. About six weeks ahead of a new release, Xoomworks works with AIB to go through the planning stages, discuss new features and functionality and look at scenarios where these would be relevant for the firm. This process also allows any potential issues to be ironed out.

During the testing phase, Xoomworks raises any back-end functioning issues directly with Coupa on behalf of AIB. If any issues are not resolved production post-upgrade, then there is a hand-over to the AIB team for follow-through.

"The service is a real time saver. Xoomworks knows everything about our Coupa configuration and our business needs, so the release management process is scripted to allow us to get the best out of any new features that are relevant to our business. The service also reduces the risk of any adverse impacts of a new release," highlights Gráinne Dunne, Procure to Pay; Strategic Sourcing, AIB



Key Benefits

-  The service reduces internal effort and cost and frees up AIB's own resources for more strategic activity
-  AIB can quickly identify and promote new key functionality to help people do their jobs better, improving user experience and increasing use of the system
-  The service reduces the risk of any new release creating an adverse impact to AIB's production environment and to key processes working incorrectly
-  AIB has confidence in its procurement system knowing that it will be always working optimally on the latest release, and that new functionality has been tested thoroughly prior to production.



Working with Xoomworks

"The customer service is outstanding. They are great people to work with, incredibly helpful and they get back to you as quickly as they possibly can.

We never have to worry about each new Coupa release, we have every confidence that Xoomworks has it covered."

Gráinne Dunne, Procure to Pay;
Strategic Sourcing, AIB