Coupa App Marketplace

mandant

CASE STUDY

Accelerating BMW's Coupa ERP integration using MATRIX ERP Accelerator

SUMMARY

MATRIX is a Coupa App Marketplace ERP Accelerator delivered as a service that enables rapid deployment of Coupa with ERP applications using off-the-shelf proven accelerated business scenarios that can be deployed in days rather than weeks or months.

Mandant, working with Coupa, used MATRIX to successfully accelerate BMW Group's implementation of Coupa BSM (Business Spend Management) and ensure BMW met all their project goals and milestones.

CHALLENGE

BMW Group was planning a global Coupa implementation that would become a critical application in their complex IT landscape. Furthermore, they needed to retain multiple legacy applications to integrate and work in conjunction with Coupa. The project was to be a phased project with the largest element including Group Headquarters in Munich needing to go live within one year.

The requirement was to deliver multiple layered integrations to largely SAP (ERP and SRM) based applications to enhance existing complex business processes to work with the new Coupa functionality. In addition, there were other non-SAP systems including Success Factors HR, CLM system IBV that also required to work with Coupa. Critical integration was required to ensure that all the applications worked effectively with Coupa and Coupa based business processes, but also most importantly ensured Coupa was delivered on-time.

During the initial investigation phase BMW recognised they needed a trusted ERP Acceleration partner to ensure they could successfully meet their Coupa implementation timeframe. This led them to make the decision, based on Coupa's recommendation, to use Mandant's fully managed MATRIX ERP Accelerator despite BMW themselves having their own integration capability and middleware solution.

OUR SOLUTION

BMW needed complete centralised visibility of their data flows, in real-time, for all systems and business processes which MATRIX offers as standard. MATRIX was also crucially able to accelerate the deployment of standardised and pre-built Coupa business scenarios which enabled BMW to roll-out Coupa business functionality quickly and with minimal effort. Also, there were some existing business-critical systems in BMW's landscape (SAP and non-SAP) that required customised integration that MATRIX was able to deploy customised integration scenarios with Coupa. The MATRIX ERP Accelerator deployment process ensured even these customised scenarios were deployed quickly and with no impact to the overall project timescales.

BMW also needed to keep some of their existing processes in place and ensure they could co-exist with Coupa without impacting them. For example, SRM Shopping Carts, which were to be initiated/created within SRM and/or ERP applications and which had to be synchronised to Coupa for further approvals before sourcing. With the MATRIX ERP Accelerator it was possible to deploy a standard ERP business scenario which enabled Coupa requisitions to be processed through Coupa approvals, before being converted into purchase orders within Coupa and resynchronised with the source SRM/ERP applications. This solution included capabilities to deal with some particularly complex business and data synchronisation scenarios for example allowing changes in source systems data both before and after order creation in Coupa.

RESULTS

Despite the challenges and complexities of BMW Group's requirements and tight project timescales, the MATRIX ERP Accelerator was able to successfully deliver and support the deployment of both standard and customised business integration scenarios enabling BMW to go-live with 30,000 users within 11 months.

The MATRIX based end-to-end business scenarios provide BMW with full visibility of all of their Coupa based transactions, and with full Coupa integration management BMW support teams can monitor the whole process in one location.

MATRIX ERP Accelerator is providing a secure, robust, and effective integration function BMW can rely on.

HOW IS IT GOING NOW?

Mandant continue to work with BMW as part of their global roll-out of Coupa, with the MATRIX ERP Accelerator embedded as part their core Coupa function.

Roll-out is on track across BMW's global locations and there are plans to ensure all locations are using MATRIX by 2025.

BMW looks forward to benefiting from the efficient functionality that MATRIX provides for many years to come.

TECHNICAL DETAIL

BMW Group have multiple purchasing organisations/buying departments across the globe. At go-live more than 30,000 users, and in excess of 40,000 suppliers were able to use Coupa and Coupa-based processes. All these users were able to benefit from the integrated data flows managed by the MATRIX ERP Accelerator. Roll-out continues across BMW's internal user and supplier population. The solution processes many thousands of transactions every day to support BMW's critical operations. The MATRIX ERP Accelerator is secure and uses message encryption and digital certificates to allow robust and safe data exchange.

The integration supporting Coupa core business functions are provided out-of-the-box, ensuring rapid deployment and roll-out, and currently include in excess of 35 standardised Coupa business scenarios. Where there are unique non-standard requirements, the MATRIX ERP Accelerator offers the option of customised scenarios which are delivered in days, not weeks or months.

MATRIX Coupa integration monitoring and alerting is comprehensive and enables your support infrastructure with key information on throughput, integration health and fast reporting of errors.

> "Mandant delivered a solution enabling an initial 30,000 users to use the new Coupa system after an 11-month implementation. They managed to do this with little disruption, and we did not have a single integration support issue during the go-live and hyper-care period. Working with Mandant was one of the best experiences of the whole Coupa implementation project."

Stefan Schingnitz,
IT Global Purchasing Systems, BMW Group

> "Mandant's expertise in integration and delivery of projects allowed for a slick and seamless delivery of integration, overcoming some challenging security requirements from us. Mandant are fast to react to any potential issues and we continue to use the MATRIX platform for integration, knowing that business critical processes are fully supported - this gives us peace of mind and value for money."

Business Analyst, BMW Group

SUMMARY

Working seamlessly with Coupa and BMW, Mandant using the MATRIX ERP Accelerator were able to provide accelerated solutions to the complex challenges that arose from the need to integrate vital legacy ERP based applications to new Coupa functionality.

BMW is very happy with the service and looks forward to a long and successful relationship with Mandant and MATRIX..

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