

simplyput.

Simplify. Automate. Integrate.

We are Leaders in Defining, Driving and Delivering Cost Effective, On-Time, On-Budget Successful Programs and Projects.

Supply Chain Transformation – Rapidly Expanding Upscale Convenience Chain

Client Background

A Series C venture-backed retailer building the “convenience store of the future” with locations across the Midwest, Texas, and the DC metro area. The client is rapidly expanding, offering artisanal goods, food, and wine, combined with a tech-first retail experience and rapid delivery service.

Challenge

As the business scaled, the client faced operational inefficiencies and lack of financial control:

- Processes were manual, labor-intensive, and not scalable
- Procurement practices lacked proper financial controls and best-practice enforcement
- Supplier communications were fragmented, relying solely on email and phone
- Homegrown technology required tailor-made integrations that slowed down growth

The client needed scalable, automated procurement processes and systems to keep pace with its rapid expansion.

Solution

SimplyPut Consulting redesigned procurement operations and implemented Coupa to drive efficiency and control:

- Established efficient, scalable processes that aligned with leading procurement practices
- Enabled multiple supplier engagement methods based on each supplier’s technology maturity
- Built a custom EDI-listener for flexible supplier integrations into Coupa
- Introduced enhanced notification and messaging to keep internal stakeholders aligned on transactions

Outcome

- Procurement processes became streamlined and technology-enabled, encouraging best practices across the organization
- Seamless integrations with leading suppliers allowed for automated POs, acknowledgements, and invoices
- A supplier self-service portal was introduced, giving suppliers access to manage master data, view POs, invoices, and payment details
- Financial discipline was strengthened with 2- and 3-way matching in Coupa, ensuring tighter control over supplier payments

Impact

The client now operates with a scalable procurement framework that:

- Supports rapid growth without sacrificing efficiency or financial control
- Strengthens supplier relationships through seamless communication and self-service tools
- Provides leadership with visibility, confidence, and control over spend management