



TradeCentric

CASE STUDY

Industry:
**BIOTECH/
LIFE SCIENCES**

VCA Simplifies & Scales Seller Onboarding

EXECUTIVE SUMMARY

VCA, Inc., an operator of more than 750 animal hospitals throughout the US and Canada, decided to partner with TradeCentric to gain access to effective B2B eProcurement technology and integration support to transition its suppliers to its newly adopted Coupa software eProcurement application. VCA's main challenges were reducing the complexity of system integrations, accessing solutions to fill both the technology and process gaps to meet its requirements, and accelerating onboarding time.



INTRODUCTION

Founded in 1986, VCA Animal Hospitals is the leading innovator in veterinary medicine. VCA is committed to continuously improving the standard of care for its hospitals and veterinary medicine. Within its family of hospitals, VCA has 76 Specialty Care Hospitals with over 600 specialists providing services in oncology, dentistry, surgery, orthopedics, diagnostic imaging, stem cell therapy and more.

VCA offers an integrated approach to quality, local doctors and world-class care. VCA staff works hard to ensure that its love of animals always translates into compassionate care and respect for its patients.

- Founded in 1986
- Over 4,000 DVMs
- 1000+ Animal Hospitals
- 47 US States
- 5 Canadian Provinces

THE CHALLENGES

VCA wanted to move from a dated in-house procurement system to Coupa eProcurement software to automate and streamline procure-to-pay processes. VCA needed to initially transition key sellers over to the new purchasing platform, which combined a transaction volume of over 800,000 invoices and \$250M in spend. However, more than half of those suppliers could not support a cXML protocol or, more importantly, how VCA required the cXML, and the average deployment time to onboard a new vendor was 6-9 months.

As a result, VCA engaged TradeCentric to assist with integrating key high-volume sellers via EDI, cXML and other methods to conform and adapt to their new Coupa eProcurement software and streamline the seller onboarding and transaction processes. TradeCentric, uniquely positioned in the middle of B2B buyers and sellers, supports thousands of eProcurement integrations on over 90 different procurement systems for customers across 40 countries.

THE SOLUTION

To overcome this challenge, VCA adopted the TradeCentric Platform – a platform-as-a-service gateway technology that acts as a layer between VCA's Coupa Software eProcurement system and their sellers' 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 TradeCentric Platform technology, VCA and their sellers can maintain their current EDI, cXML etc. infrastructure. TradeCentric technology enables both to map and conform to each other's specifications.

TRADECENTRIC SOLUTION FEATURES

For procurement to generate ROI from eProcurement technology, sellers must be able to **integrate online catalogs and transact electronically**. But limited capabilities, limited resources and buyers with eProcurement spend management systems on different communication protocols make integrations unstandardized from system to system, customer to customer.

Procurement departments within B2B buying organizations are pressured to **onboard more sellers to gain visibility** into organization-wide spending and apply this pressure to their vendors to offer the right technology to do business with them.

With TradeCentric catalogs, seller 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.

TradeCentric is the only provider of an **adaptable platform-as-a-service solution** to integrate TradeCentric catalog functionality into vendors' existing commerce applications, plus services to help vendors receive electronic purchase orders and transmit eInvoices in a format required by both systems.

TradeCentric's Platform helped VCA eliminate any technology challenges with vendors, buyers, and the eProcurement system related to their unique transaction needs. Standout features that benefitted VCA include:

- Drastically reduced seller integration and onboarding
- Dedicated support channel resources
- Transaction compliance and automation
- Streamlined ordering and invoice cycle time

“ The TradeCentric Platform not only saved VCA time, but it also simplified our approach with our sellers as their IT resources are limited. Because we did not require sellers to map to our Coupa specifications, we delivered our integrations on time. ”

– David Karakas, Director of Procurement, VCA, Inc.

THE RESULTS

50%

reduction in seller onboarding time

6X

increase in the number of sellers deployed

92%

of spend captured on purchase order and completed on catalog

40k

reduction in the number of invoices that require manual intervention for GL coding

100%

increase in flexibility to easily integrate with any seller regardless of whether they have the technical capabilities and support necessary

“ Previously, the cycle time to deploy a new seller on VCA’s homegrown system averaged 6 to 9 months. With TradeCentric’s support, cycle time to deploy a seller has now decreased by 50%. ”

– David Karakas



TradeCentric's Platform and professional services integration team delivered measurable success to VCA procurement initiatives and overall business.

VCA significantly reduced the time and effort in transitioning key sellers from their outdated homegrown procurement system to their new Coupa eProcurement software and continues to add more sellers. TradeCentric:

- **Provided cost savings** to VCA and their sellers with minimal development to integrate with Coupa
- **Drove more spend** through VCA's procurement system
- **Expedited** the ordering and invoicing cycle time
- **Reduced** manual errors

By partnering with TradeCentric, VCA saved money, time and resources – along with their sellers' money, time and resources.

The first phase of seller deployment was so successful that VCA chose to have all electronic sellers begin automating their procure-to-pay processes. As a result, the initial project's scope expanded to 40 additional vendors, including Staples, McKesson, Amazon Business, Henry Schein and Merck.

VCA has recently been acquired by MARS, Inc, with plans to leverage VCA's extensive experience and with the TradeCentric Platform to streamline and optimize support for additional vendors.

Ready to
modernize
your B2B
transactions?

Contact TradeCentric
to get started.

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