



## Settlement Services International Turns to Coupa to Improve Efficiency as it Expands Relief Services Nationally

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**Australian refugee support service sets sights on growth and future needs with adoption of comprehensive business spend management platform**

SAN MATEO, Calif., Feb. 28, 2019 /PRNewswire/ -- [Coupa Software](#) (NASDAQ: COUP), a leader in business spend management (BSM), today announced that [Settlement Services International](#) (SSI), a non-profit refugee support service based in Australia, selected Coupa to improve transparency, efficiency, and control around its business spend to better position the organization for future needs and growth.



SSI advocates for individuals and families who have experienced vulnerability including refugees, people seeking asylum, and culturally and linguistically diverse (CALD) communities, to build capacity and enable them to overcome inequality. As SSI grows and expands services nationally, the organization is looking to improve upon its pre-existing manual, paper-based systems. Working with Coupa, SSI will experience greater operational efficiency and reduced financial control risk, as well as increased transparency across its supplier network.

"What drew us to Coupa was its unified, comprehensive spend management platform," **said Thomas Begeng, General Manager, Corporate Services at Settlement Services International.** "We needed a solution that addressed the needs of our growing organization and is easily adopted by all employees and suppliers. Coupa will enable us to efficiently scale and serve more individuals and families in need."

Using capabilities within the Coupa BSM Platform including [Expenses](#) and [Supplier Information Management](#), SSI will have full [procure-to-pay](#) functionality, including purchase orders, coupled with the strong user experience and seamlessly integrated configuration that can improve productivity among staff and suppliers. With the Coupa platform, SSI expects to realize reduced procurement costs, time and process efficiencies when approving payments, increased compliance with purchasing policy, and greater supplier transparency.

"We are proud to work with SSI as it strives for greater operational efficiency that will support the continued growth of its mission," **said Mark Riggs, chief customer officer at Coupa.** "Our robust platform will empower them to improve user experience and satisfaction internally and with partners, and facilitate more control over business spend."

Coupa empowers companies around the world with the visibility and control they need to manage all their business spend in one place. To learn more, visit <https://www.coupa.com/>.

### About Coupa Software

Coupa Software is the leading provider of BSM solutions. We offer a comprehensive, cloud-based BSM platform that has connected hundreds of organizations with more than four million suppliers globally. Our platform provides greater visibility into and control over how companies spend money. Using our platform, businesses are able to achieve real, measurable value and savings that drive their profitability. Learn more at [www.coupa.com](http://www.coupa.com). Read more on the [Coupa Blog](#) or follow [@Coupa](#) on Twitter.

### About Settlement Services International

SSI is a community organisation and social business that supports newcomers and other Australians to achieve their full potential. We work with all people who have experienced vulnerability, including refugees, people seeking asylum and culturally and linguistically diverse (CALD) communities, to build capacity and enable them to overcome inequality. SSI draws on its expertise and experience to advocate for the people and communities it serves. Through the work it does, it empowers people to change their lives. Through its advocacy and representation, it influences ideas and policy. To learn more, visit <https://www.ssi.org.au/>.

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