



Better Data, Better Decisions: How Wolters Kluwer Transformed Procurement with In-Process Validation

EXECUTIVE SUMMARY

Wolters Kluwer's global procurement operations were being slowed by inconsistent data, complex system workflows, and rising support requests from Coupa users.

With Apty, they tackled the root cause—improving procurement data quality with embedded validations and smarter in-app guidance. The result: fewer errors, better compliance, and faster cycle times.

THE HUMAN IMPACT

Procurement specialists were spending time correcting unicode, line items, and contract entry errors—time that should have gone to vendor strategy and cost control.

“Even small input errors created big disruptions downstream—in payment processing, reporting, and vendor communication.”

Training and documentation couldn't keep up with platform updates, and business users across countries developed their own inconsistent workarounds—further impacting compliance and system integrity.

THE SELECTION JOURNEY

Wolters Kluwer's procurement leaders identified a consistent pattern of inefficiencies stemming from poor data entry, process inconsistency, and limited visibility into adoption performance.

Despite investments in documentation, reference guides, and training sessions, system errors and support requests persisted. They needed a platform that could:

- Enforce data accuracy with embedded validation
- Streamline communication of procurement updates
- Provide analytics on adoption patterns and system usage
- Fit within the global governance and compliance structure

Apty stood out for its ability to support Coupa's complexity with custom validations, localized announcements, and enterprise-grade analytics—making it the clear choice for transforming procurement adoption at scale.

THE IMPLEMENTATION JOURNEY

01	Started with high-volume Coupa workflows
02	Introduced validation rules for common error-prone fields
03	Created localized announcements for change communication
04	Delivered multilingual support for field guidance
05	Aligned analytics with procurement performance KPIs

THE BUSINESS TRANSFORMATION

- Validations caught common errors before submission
- Users adapted quickly with contextual, just-in-time support
- Procurement leaders reported fewer data correction requests
- Consistency improved across regional procurement teams
- Reporting accuracy improved across finance and operations



THE PATH FORWARD

Wolters Kluwer is now embedding Apty into supplier management workflows and expanding validation logic into advanced purchasing scenarios. Apty is becoming a key pillar of procurement governance and reporting integrity.

Spotlight Quote

"We weren't just solving a usability problem—we were eliminating the root of most data quality issues. Apty is now essential to how we ensure procurement excellence."

— Global Procurement Leader, Wolters Kluwer



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