



Case Study

IDRC

IDRC transforms invoice processing with
Basware Invoice Matching for Coupa

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✓✓ **No-touch invoice processing into the Coupa system has transformed the way we work. We've eliminated multiple manual steps and simplified the process."**

Sylvie Perreault, Business Partner at IDRC

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Industry: Public Sector and Non-Profit



Region: Global



Solutions: Invoice Matching for Coupa

About IDRC

The International Development Research Centre (IDRC), a Canadian federal crown corporation, supports self-sufficiency in developing countries through strategic funding and research partnerships. With a lean finance team, growing supplier diversity, and a commitment to operational excellence, IDRC set out to modernize its invoice processing. The organization selected Basware's Invoice Matching for Coupa to streamline operations, reduce manual effort, and support its Strategy 2030 digital transformation goals.

Simplifying a complex invoice environment

While IDRC processes a modest volume of invoices, complexity rather than quantity was the real challenge. Each new development project introduced new suppliers, often accompanied by inconsistent invoice formats, including Word and Excel documents.

"Before, we often received invoices in inconsistent formats," shared Sylvie Perreault, IDRC's Business Partner as she reflects on the invoice submissions that once defined their process.

Basware's Invoice Matching solution brought structure from the outset by enforcing PDF-only submissions. This single shift eliminated triple data entry across SharePoint, Coupa, and internal trackers, improving consistency and dramatically reducing manual errors.

From manual to managed: accelerating efficiency

Previously, invoice handling at IDRC involved multiple manual steps: receiving mixed-format invoices, uploading to SharePoint, re-entering data into Coupa, and managing exceptions via email. The process was disjointed, error-prone, and time-consuming, especially for a small AP team of just one or two people.

Audit preparation and compliance checks were often reactive, triggered only when problems surfaced. According to Perreault, that model simply wasn't sustainable. "We didn't want another system to manage," she said. "With the managed service model, we could stay hands-off once we went live."

Today, invoices are automatically captured, validated, and matched to Coupa POs or they will be coded appropriately for non-PO scenarios. They're routed for approval using IDRC's existing Coupa workflows, avoiding any disruption to internal users. Invoice images are embedded directly in the system, eliminating the need for SharePoint or cross-referencing multiple sources.

Previously, minor formatting issues or special characters often led to payment delays. Now, Basware's team flags and corrects such errors automatically, enabling structured, no-touch processing that allows clean data to flow seamlessly into Coupa.

The result? Fewer errors, faster cycles, and more strategic focus. "Our analysts now have time to think critically," said Perreault. "We're proactive, not reactive."

Pre-implementation goals

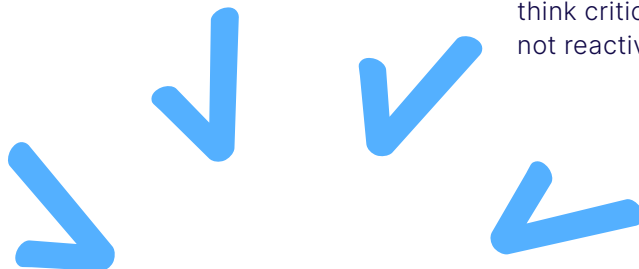
Before selecting Basware, IDRC clearly defined its desired outcomes:

- Remove manual data entry and minimize reliance on SharePoint uploads and Coupa forms
- Standardize formats by enforcing PDF-only submissions
- Free up internal capacity by automating low-value tasks
- Improve compliance and audit readiness with consistent documentation

These goals formed the foundation for a smooth implementation and continue to guide the transformation roadmap today.

✓✓ **The proof of concept was crucial, it showed how the solution fit our business before we had to commit."**

Sylvie Perreault,
Business Partner at IDRC



Proof of Concept: a commitment-free path to confidence

A critical moment in the decision-making process was Basware's offer of a no-obligation Proof of Concept (PoC), which allowed IDRC to test the solution using its own invoice data in a live Coupa test environment.

The PoC wasn't just about technical viability; it was about building internal confidence. As Perreault explained, "The proof of concept was crucial, it showed how the solution fit our business before we had to commit."

This hands-on approach minimized risk, strengthened cross-team trust, and clarified the path forward.

Results that matter: time savings, accuracy, and compliance

Within 12 months of go-live, IDRC has automated 48% of its invoice volume up from zero. With non-PO invoice automation now in phase two, the organization anticipates automation rates exceeding 80%.

Manual data entry has been virtually eliminated, allowing the finance team to redirect efforts to month-end close, accruals, and compliance analysis.

"We're saving 24 to 48 hours per invoice," said Perreault, highlighting the measurable efficiency gains. "That's significant."

Accuracy has also improved. Embedded invoice images reduce the time spent locating supporting documents, while better formatting ensures fewer payment issues and supplier disputes.

Enabling strategy through technology

Basware's solution aligns directly with IDRC's Strategy 2030 goals, particularly around innovation and operational efficiency. The strategy calls for smarter processes and more effective use of systems, data, and automation.

"It fits perfectly with our Strategy 2030," said Perreault. "We're modernizing processes and reducing administrative burdens across the board." By moving from manual entry to touchless processing, enforcing consistent standards, and embedding invoice visibility in Coupa, IDRC has strengthened internal controls and improved audit readiness while freeing staff to focus on high-value finance initiatives.

Exceptional support and continuous improvement

The transformation didn't end at go-live. IDRC continues to collaborate closely with the Basware team, with regular check-ins to ensure smooth progress as phase two develops.

"Customer support has been excellent," Perreault affirmed. "We meet regularly with the team, and communication is consistent."



This ongoing partnership ensures not only continuous improvement for IDRC but contributes insights that benefit others in the Coupa ecosystem.

A future-ready finance function

In under a year, IDRC has transformed a fragmented AP process into an automated, intelligent system that delivers real value. The shift eliminated manual work, improved accuracy, and freed capacity for higher-priority financial activities.

“Basware helped us simplify, modernize, and gain control over our AP process with minimal internal effort and maximum impact,” Perreault concluded.

Backed by a successful Proof of Concept, a managed service model, and deep Coupa integration, IDRC has built a finance operation ready for what’s next, aligned with its broader mission of innovation, accountability, and global development.



Outcomes at a glance

- ✓ 48% invoice automation post-implementation; 80%+ expected with phase two
- ✓ 24–48 hours saved per invoice
- ✓ Stronger data quality, fewer formatting issues
- ✓ Seamless no-touch processing into Coupa
- ✓ Maintained use of existing Coupa workflows, reducing disruption

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ABOUT BASWARE Basware is how the world's best finance teams gain complete control of every invoice, every time. Our Intelligent Invoice Lifecycle Management Platform ensures end-to-end efficiency, compliance and control for all invoice transactions. Powered by the world's most sophisticated invoice-centric AI – trained on over 2 billion invoices – Basware's Intelligent Automation drives real ROI by transforming finance operations. We serve 6,500+ customers globally and are trusted by industry leaders including DHL, Heineken and Sony. Fueled by 40 years of specialized expertise with \$10+ trillion in total spend handled, we are pioneering the next era of finance. **With Basware, now it all just happens.** ©Basware 2025

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