



FROM SILOED TO SCALABLE:

How intake and orchestration technology transforms procurement

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INTRODUCTION

Common procurement pain points addressable with orchestration

Key pain points

- Manual intake processes reliant on tools like Excel, Google Docs and ERPs cause significant siloes and inefficiencies in procurement and orchestration workflows.
- These processes lack structured approval workflows and create a dependency on interdepartmental relationships.
- Without centralized intake management and orchestration, each department follows its own workflow rules, causing prolonged delays in communication and decision-making.
- Legacy S2P tools present scalability challenges due to high costs and a lack of proper integrations.
- This creates a reliance on a few power users who are highly experienced in the system and must complete processes manually.
- The over-reliance on power users creates bottlenecks due to their sole responsibility of carrying out tasks that should be distributed more widely and efficiently across teams
- Read on to see how Cockroach Labs, a US-based software development company, has been using Tonkean's orchestration software to address and overcome such pain points since mid-2024.

Many modern procurement organizations find themselves hindered by legacy system limitations, which often involve single-entity or limited functionality solutions. Companies also face difficulties expanding and transitioning from Excel-based recordkeeping and manual processes to more integrated solutions as they grow. This leads to dependency on disparate systems for various procurement functions. To address this, many businesses initially try tools, such as S2P software, that are effective for the early stages of development but cannot meet the increasing complexity of organizational demands. These tools typically come with minimal flexibility and customization, making adoption difficult for employees who are not power users. They sometimes lack seamless integrations with other software in the organization's tech stack. In turn, relying on them can lead to logistical challenges that multiply as organizations grow, new needs emerge and the cost of changing software increases.

Disparate tools that lack seamless integrations also lead to different departments – such as Finance, Legal, IT and Procurement – working in silos where each department follows its own approval process without cross-functional visibility. These cumbersome sequential workflows cause delays and missed steps. For example, a legal department may identify a potential compliance risk late in an approval process, causing setbacks for procurement or other teams. This is a critical issue that organizations can no longer afford to ignore. Departments need to collaborate frequently, yet lack a unified workflow and cross-departmental tool.

Along with lack of internal collaboration, there is limited orchestration with external tools and partners. The disconnect between these systems means that data and visibility are unavailable across the procurement lifecycle. When crucial information is not consistently updated across platforms, discrepancies arise, resulting in the need for manual intervention. A simple change, such as updating payment terms, may not be reflected automatically in one or more systems, potentially leading to inaccurate billing and budgets – not to mention compliance risks. There are negative effects on operational performance and employee experience as well.

**The impacts are severe:
operational inefficiencies, financial risk
and a frustrating employee experience.**



Organizations cannot afford to wait— without action, these challenges will continue to diminish productivity and business performance.

Customer case study: How Tonkean solves procurement and orchestration challenges

Cockroach Labs, a US-based software development company with over 600 employees, has been using Tonkean's orchestration software to streamline its internal procurement operations and address the above pain points since mid-2024. Before choosing Tonkean, Cockroach's technology stack included an ERP, finance software and a large S2P technology suite. It found that some of the features available in the suite were too advanced for its mid-sized organization and that its workflows were too complex for Cockroach's employees, especially those who did not work in procurement. This initially prompted its dive into the intake and orchestration market.

Cockroach's most important considerations were:

- 1. Integrations:** It needed an orchestration solution that could integrate seamlessly into their existing tech stack, especially the S2P suite.
- 2. Simplicity and accessibility:** It needed a tool that would work well for legal and finance as well as procurement and would provide every user (regardless of department or experience) with the same intake UI.
- 3. Orchestration:** It needed a solution that would support both parallel and sequential workflows and approvals across disparate teams, tools and data sources.
- 4. Contracts management:** As it had no CLM software, it needed a solution that could support contract storage.
- 5. Scalability:** Finally, it needed a tool it could grow with over time.

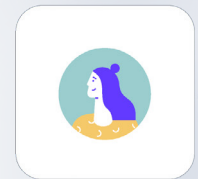
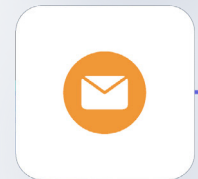
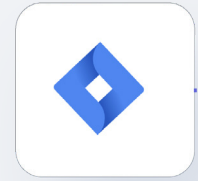
Cockroach evaluated six solutions before choosing Tonkean for its ability to fulfill these needs:

Integrations

Tonkean has a formal partnership with Coupa, an S2P suite that Cockroach uses for P2P, supplier management and risk management (along with many other prominent enterprise systems). As it had already paid for this S2P tool and its compliance team was familiar with the UX, Cockroach wanted to ensure the intake and orchestration solution it chose would be able to sit fully on top of Coupa and had experience integrating with it. Tonkean fulfilled this need.


Simplicity and accessibility

Prior to purchasing Tonkean, every department inside Cockroach used a different tool for tasks, such as PO management. Compliance and procurement used Coupa, finance used something completely different, etc. Because of this, a PO's lifecycle was very manual; it lived in emails and often missed steps. Now, Tonkean manages PO lifecycles automatically. Any end user, regardless of department, can use the tool, as it has an incredibly simple and dynamic UI that meets users in the systems where they already work (for example, Coupa for procurement; Slack, Teams, or email for legal and other departments, etc.). This has had beneficial downstream effects on stakeholder experience and, in turn, on the procurement team's reputation internally. "Our relationship with the legal and compliance team has drastically improved," said Kevin Stacy, Cockroach Lab's Head of Procurement. "It's now a trusted partnership. I think that's been a huge benefit, and something I'm looking forward to is just allowing people to do what they're hired to do, rather than having to focus on manual tasks."



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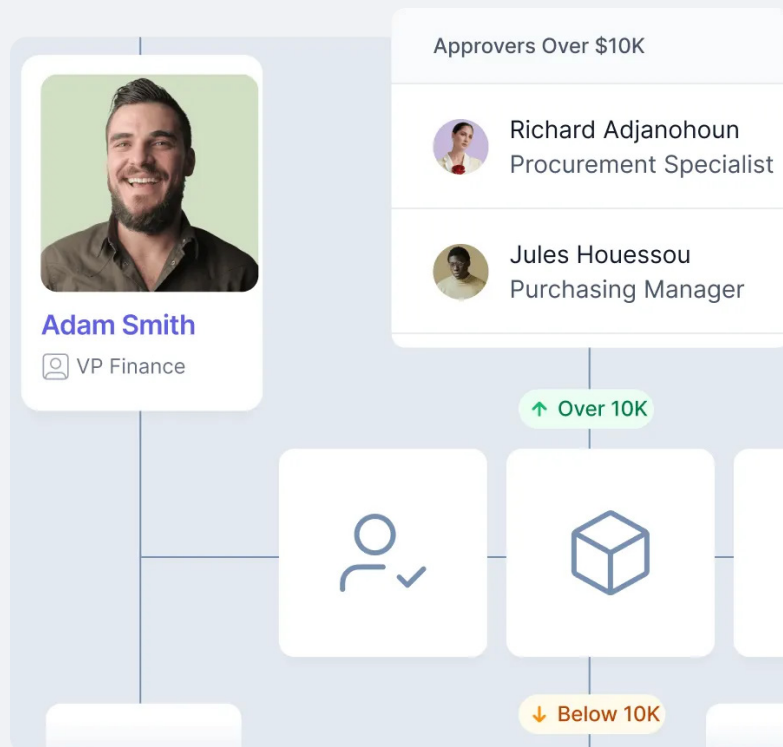
Orchestration and automation

One of the most concerning pain points for Cockroach prior to implementing Tonkean was how slowly POs would move through the procurement lifecycle. Delays often stemmed from sequential and manual processes. Cockroach noted that entire departments, such as compliance, were often missed until the end, halting the cycle completely. Now, Tonkean moves approval chains along automatically and supports parallel approvals.

This means that finance, procurement and legal teams can all work on approving a request simultaneously, rather than having to wait for one department to finish before the next can proceed. Before Tonkean, Cockroach's procurement operations were entirely manual. Today, Cockroach has automated and orchestrated the entirety of its procurement intake process with Tonkean. Tonkean automates review cycles and approvals, including finance approvals, legal reviews, compliance reviews and procurement reviews. For example, employees now use Tonkean to request NDAs and automatically monitor invoices. The increase in efficiency extends beyond POs and general orchestration. Cockroach has also experienced an 83% reduction in ticket entry time. Prior to implementing Tonkean, the average ticket took 30 minutes to create. Now, the average ticket takes only 5 minutes on average due to Tonkean's simplified requester experience and contextually-aware intake.

Contract management

Because Cockroach is a mid-market software development company, it does not have a full contract management solution. It does not need one, but it does need help aggregating contracts that were previously stored across different Google Drive accounts. While Tonkean is not a full contract lifecycle management solution, its contract management capabilities can support growing mid-market companies. Tonkean supports automated renewals, contract storage and contract analytics.

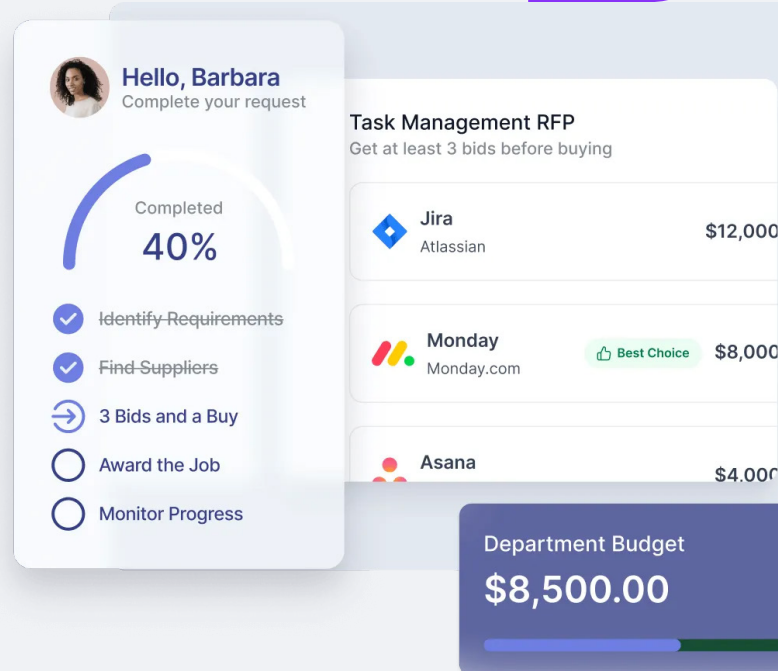


Scalability

Cockroach is growing rapidly and requires a tool that can grow with the company over time. While Tonkean has out-of-the-box workflows and support, it is also willing to customize as needed for Cockroach. Meanwhile, Tonkean's no-code process editor empowers the Cockroach team to make adjustments on the fly as their operations evolve. Additionally, because of Tonkean's formal partnership with Coupa, Cockroach is confident that Tonkean will stay on top of any integration changes.

Implementation journey

Cockroach praises Tonkean's knowledge of its own solution, responsiveness and ability to direct implementation-related questions to the proper resources. In general, Cockroach notes that successful software integrations include clearly defined roles for both the vendor and the customer in order to establish a balance between structure and customization. Its implementation of Tonkean took about two to three months.



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Benefits realized with Tonkean



Streamlined and centralized intake

Introduction of a standardized, guided intake process that reduces dependency on power users, meets employees where they already work (e.g., intake requests can also be submitted through email, Slack, and Teams) and integrates feedback loops for customization



Improved compliance and risk management

Enhanced vendor onboarding, consolidated contract storage and assurance for compliance and procurement stakeholders



Operational efficiency gains

Reduced manual workflows, democratized procurement, increased visibility for strategic planning, enhanced crossdepartmental collaboration, faster time-to-resolution and more accurate data capture via Tonkean's AI



Positive impact on stakeholder relationships

Increased C-suite satisfaction, improved relationships with legal and finance and empowerment of procurement as a strategic partner



Organization-wide orchestration

Integration of various systems and automation of manual processes across working environments eliminate the need for employees to significantly change their ways of working

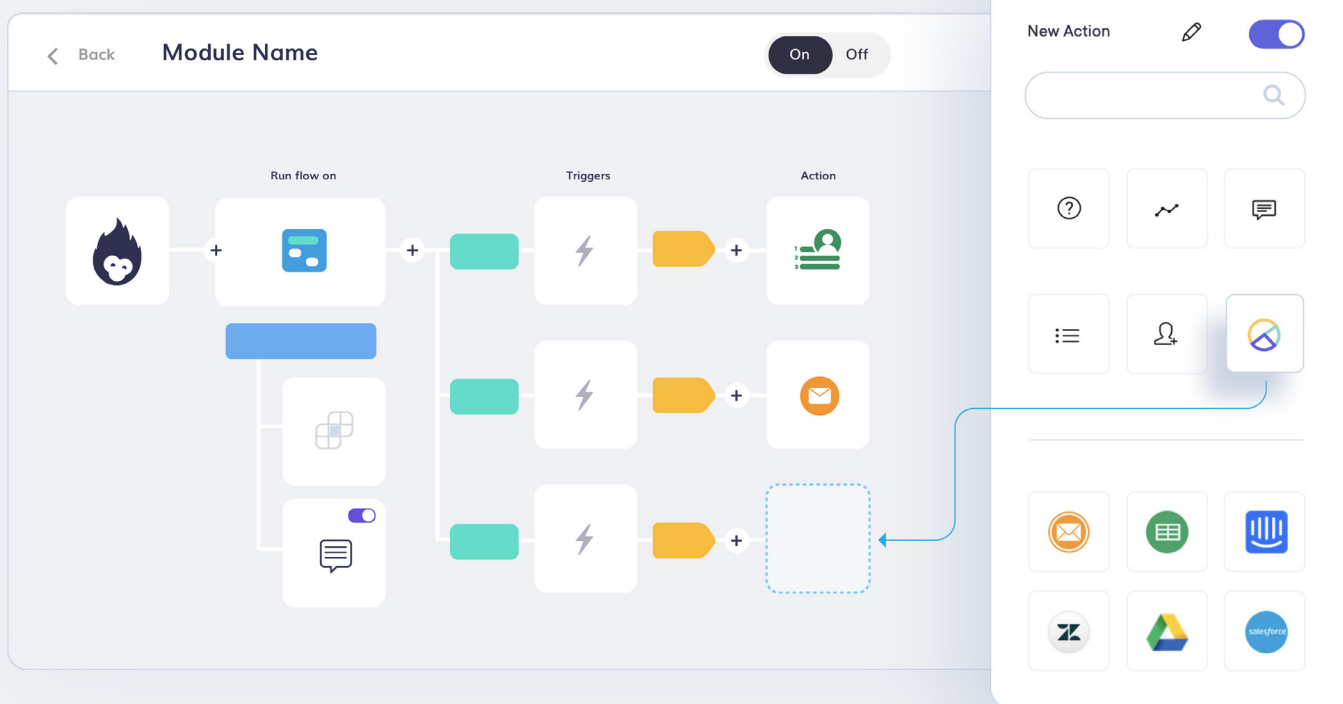
Customer feedback and future directions

Overall, Cockroach is pleased with Tonkean and notes positive feedback from both the C-suite and infrequent/non-power users. In the intake and orchestration market at large, ease of use and configurability are major factors for end-user adoption, and the adoption from non-power users has contributed greatly to the segment's popularity. Tonkean is no exception, as described by Cockroach.

Since onboarding Cockroach, Tonkean has built upon its solution with enhanced AI functionalities—such as agents and agentic orchestration—as well as proactive data insights and deeper supplier-side capabilities.

Want to learn more about what Tonkean Process Orchestration can do for your procurement organization?

[Head over to Tonkean.com.](https://tonkean.com)





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