

How Splash Financial modernized intake and vendor oversight with ZoneProcure



Splash Financial's vendor intake had become harder to manage than it should have been. Legal, finance, compliance and IT/security all needed to weigh in on vendor requests, but the process behind that work was spread across email, separate tools and manual follow-up.

The company was using two different vendor management systems alongside inbox-based intake, which created [manual approval work](#) and limited visibility across teams. Requests came in through different channels, approvals were harder to track and contract details, renewal timing and stakeholder history were not easy to pull together when teams needed them.

ZoneProcure, formerly Sudozi, helped Splash Financial replace its patchwork system with a more consistent operating model. Instead of piecing together vendor activity across systems, the business could manage intake, approvals, documentation and renewals through one coordinated process.

Splash is a leading AI-enabled lending marketplace that connects consumers with a network of credit unions and banks.

splashfinancial.com

Industry: Software

Headquarters: Cleveland, OH

Company size: 200

Customer since: 2024

Products: Procurement, vendor management, compliance and contract management

Integrated software: NetSuite, Slack

Involved teams: Finance & Accounting, Legal, Compliance, InfoSec

Key outcomes:

- ✦ **75%+ reduction** in intake-related email volume
- ✦ **50% faster** vendor onboarding cycle time
- ✦ **\$150K/year** savings in time and compliance spend

The challenge: Intake and vendor reviews were difficult to manage across teams

As Splash Financial grew, the company needed a cleaner way to handle incoming requests, cross-functional reviews and vendor documentation without creating more work for every team involved. The teams faced various challenges that prevented them from streamlining intakes:

- **Email-based requests:** Vendor, NDA and contractor requests were arriving through inboxes instead of a structured workflow, which led to missing details and unnecessary back-and-forth.
- **Not enough context:** Legal, compliance and IT/security often had to evaluate requests without a complete picture of prior approvals, supporting documentation or ownership history.
- **Unclear request status:** Stakeholder roles, approvals and outstanding actions were not easy to track, which made requests slower to move and harder to manage.
- **Manual effort:** Contract dates, compliance reviews and vendor information lived in different places, making it difficult to stay ahead of deadlines and avoid surprises.

The solution: A structured way to manage intake, approvals and vendor records

Using separate tools and email to manage vendor requests was creating work at every step of Splash Financial's procurement process. Teams were spending too much time chasing missing details, confirming approvals and piecing together documentation across systems.

ZoneProcure solved that by giving Splash a more dependable way to collect requests, route reviews and manage vendor records in one place:



Self-serve intake: Employees could submit vendor, NDA and contractor requests through guided forms that captured the right details upfront.



Automatic approval path mapping: Reviews were routed automatically to legal, finance, IT/security and business leads using logic tied to request type, spend level and other conditions.



Easy-to-access vendor records and documents: MSAs, order forms and compliance files could be stored alongside the request itself, giving teams one place to review the full history.



Configurable workflows: Admins could update routing and approval rules as needed, making it easier to keep the process aligned with how the business actually worked.

The results: Less friction, faster coordination and stronger oversight

Once Splash Financial moved intake and vendor workflows into a more structured process, the impact reached beyond one team. Legal, finance, compliance and IT/security all had a clearer way to review requests, track status and work from the same information.

The impact was clear across the business:



Faster submission: Self-serve intake reduced missing information and cut intake-related email volume by more than 75%.



Quicker vendor onboarding: Automated routing and layered approval logic helped reduce vendor onboarding cycle time by more than 50%.



Improved contract and vendor visibility: Teams can now see contract timing, renewal dates, approvals and supporting documentation in one place.



Scalable growth: Early estimates suggest up to \$150K per year in time and compliance savings tied to automation and faster turnaround.



[ZoneProcure] centralized our vendor intake, approvals and collaboration across teams – giving us 100% visibility into stakeholder reviews and sign-offs across Finance, Legal and IT.

Splash Financial Team

FP&A, Splash Financial



Intake that doesn't break down as complexity grows

As more teams get involved in vendor review, the process can start to slow under its own weight. ZoneProcure streamlined Splash Financial's procurement process with:

- **Guided intake forms** that replaced inbox-based requests and captured the right information upfront.
- **Dynamic approval workflows** that routed requests automatically based on spend thresholds, request type and stakeholder role.
- **Centralized vendor records** that gave teams one place to find contracts, order forms, compliance documents and approval history.
- **Renewal alerts and reminders** tied to workflows so contract deadlines were easier to manage and less likely to become last-minute surprises.
- **Shared visibility across teams** so legal, finance, compliance and IT/security could review requests with more context and less manual follow-up.

When vendor workflows are spread across inboxes, side conversations and separate systems, the strain builds quickly. [Book a personalized demo today](#) to discover how ZoneProcure helps teams simplify intake, coordinate approvals and manage vendor relationships with more clarity and less administrative drag.



The pioneer of ERP-native agentic finance

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