

PROCUREMENT IS BROKEN

Bring procurement into Jira Service Management.
Streamline workflows. Manage Assets. Control spend.



The Procurement Visibility Gap

Why Modern Enterprises Are Losing Control of How They Buy

As organizations grow, so does the complexity of acquiring the goods and services that keep them running. Yet in most enterprises, procurement remains one of the least structured operational functions — governed by habit rather than process, and managed across a tangle of inboxes, chat threads, and spreadsheets that were never built for the job. The result is an accumulation of risk that is difficult to see until it becomes too costly to ignore.

Challenges

Fragmented Request Intake

Procurement requests arrive via email, Slack, spreadsheets, and verbal conversations — with no single point of capture. Requests are lost, duplicated, or handled inconsistently, and teams have no reliable way to know what has been asked for, by whom, or when.

No Visibility Into Status or Ownership

Once a request is submitted, it vanishes into ambiguity. Requestors chase updates across multiple channels. Managers cannot identify bottlenecks. Finance cannot anticipate spend. Without real-time tracking, accountability collapses and delays become the default.

Unstructured and Inconsistent Approvals

Approvals happen via Slack replies, verbal confirmations, and unmarked emails — leaving no auditable trail. Without structured, role-based approval workflows, high-value commitments are authorised informally, creating serious compliance and governance exposure.

Financial Blind Spots and Budget Drift

When requests are not linked to budgets or cost centres at the point of capture, finance teams cannot forecast accurately or intervene before commitments are made. Budget holders operate without reliable visibility, and reconciliation becomes a reactive exercise.

Disconnected Tools

Procurement is managed in tools that sit entirely outside the platforms where IT, engineering, and operations teams already work. This forces constant context-switching, creates duplicate records, and means procurement data is never where decisions are being made.

No Single Source of Truth

There is no unified record where requests, approvals, financial data, and fulfilment status coexist. Every audit, escalation, or status check requires manually stitching together information from multiple disconnected systems — a process that is slow, error-prone, and unsustainable.

The Modern Approach to Procurement

► Structured Request Intake

Standardize inputs with dynamic Jira forms, ensuring all technical specs are captured upfront.

► Purchase Tracking

Real-time visibility into vendor fulfillment stages without leaving the Jira ticket.

► Financial Visibility

Analyze departmental spending trends and vendor performance with integrated reporting.

► Approval Workflows

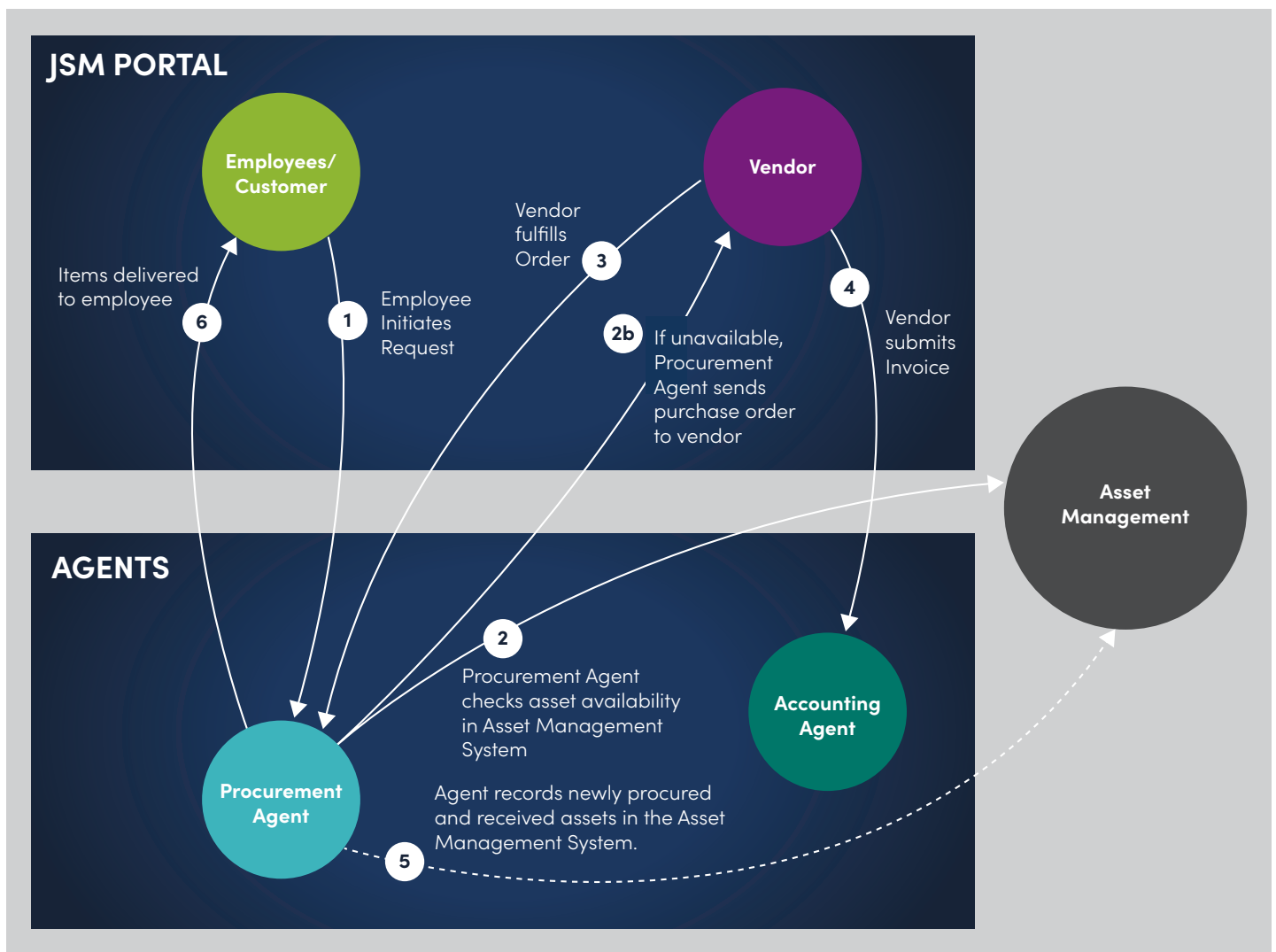
Multi-tier conditional logic that routes requests to Finance, IT, or Legal based on budget thresholds.

► Asset Integration

Automatically sync received goods with Insight/Assets or other CMDB systems upon delivery.

The Checkout Process

This process illustrates a streamlined procurement workflow that centralizes request intake, vendor fulfillment, financial tracking, and asset management within Jira Service Management.



Real-World Use Cases

Operationalizing Procurement Inside Jira

Employee Onboarding at Scale

Provisioning new hires often requires coordination across HR, IT, and Finance, leading to delays and inconsistent experiences.

Checkout consolidates onboarding into a single request, bundling hardware, software, and access into a structured workflow. Requests are routed for approval, fulfilled from inventory or vendors, and recorded in the asset management system.

Outcome: Predictable Day 1 readiness with reduced coordination overhead.

Eliminating Shadow IT and Rogue Spend

Departments frequently purchase tools outside formal processes, creating duplicate spend and limited visibility.

Checkout centralizes procurement within Jira, enforcing structured intake and approval workflows tied to budgets and cost centers.

Outcome: Real-time financial visibility and controlled, accountable spending.

Inventory-Aware Procurement

Procurement teams often lack visibility into existing inventory, resulting in unnecessary purchases.

Checkout integrates with asset management systems to verify availability before procurement. Requests are fulfilled from stock when possible or routed to vendors when needed.

Outcome: Reduced waste and optimized asset utilization.

Great App that has helped us alot with managing IT orders. And the support of Mumo Systems has also been very responsive and helpful.

— Yanick S.

Great application and excellent support. It is a really useful solution for our needs. By far one of the best developed, well implemented, and perfectly compatible with Jira. Thank you so much.

—Julian G.

Vendor Interaction and Purchase Lifecycle

Managing vendors across email and disconnected tools leads to inefficiencies and weak audit trails.

Checkout enables teams to generate and send purchase orders directly from Jira, track fulfillment, and link vendor invoices to the originating request.

Outcome: A complete, auditable procurement lifecycle in a single system.

Structured Approval Governance

Approvals are often handled informally, increasing risk and inconsistency.

Checkout applies conditional workflows based on cost, category, or department, capturing every approval within Jira.

Outcome: Standardized decision-making with full audit transparency.

Consumables and Recurring Procurement

High-volume, low-cost requests introduce unnecessary overhead and are difficult to track.

Checkout streamlines fulfillment with simplified workflows and automated inventory updates, including threshold-based reordering.

Outcome: Efficient operations with continuous control over recurring spend.

Across these scenarios, Checkout transforms procurement into a structured, transparent system embedded directly within the flow of work.

Great tool, that has helped our organization to manage item circulation between different locations. The support team is continually improving the app and taking each customer's suggestions into account.

—Simona A.



Streamline Your Purchase Requests, Procurement, and Asset Management

Visually Appealing Catalog

- Tailored catalog with configurable attributes
- Jira Service Management integration
- Assigned Asset View
- Bundle requests and real-time stock display
- Order tracking via portal
- 18 languages supported
- Web Shop

Integrated Procurement

- Seamless Jira integration for workflow approvals
- Send POs as PDFs/tickets to vendors from Jira
- Custom POs, vendor interaction, and invoicing from Jira Service management
- Manage returns and cost center budgets
- Spend reports and automation

Versatile Asset Management

- Built-in asset management with limitless capacity
- Jira Assets Integration
- Supports various asset types
- Quick asset search and reporting

Business Outcomes

45% Faster Turnaround

Reduce the cycle time from request to PO issuance by eliminating manual data entry.

Total Audit Transparency

Every approval, comment, and document revision is stored within the Jira audit log.

Zero Shadow Procurement

Funnel all disparate spending into a single source of truth for the Finance department.

Why Now?

As organizations move toward “Atlassian-First” operations, the gap between project management and procurement has become a critical bottleneck.

With remote teams and decentralized budgets, the risk of unmanaged spend and compliance failure is higher than ever. Checkout bridges this gap by turning Jira from a task tracker into a full Enterprise Resource Planning (ERP) satellite.

Why Mumo Systems

As specialized Atlassian Platinum Solution Partners, Mumo Systems doesn't just sell software, we architect ecosystems. Our team brings decades of experience in bridging the technical divide between software engineering and corporate governance.

Ready to Unify Your Procurement?

Schedule a demo to see how Checkout can transform your procurement workflows inside Jira Service Management.

Watch a Demo and Try for Free

