CERTIFY BY EMBURSE CASE STUDY

Frontwave Credit Union Improves Efficiency & Gains Oversight Using Certify

Introduction

This case study of Frontwave Credit Union is based on an August 2020 survey of Certify by Emburse customers by TechValidate, a 3rd-party research service.

> " "It is EASY to do my expense reports now!" —Carrie Foster, CFO, Frontwave Credit Union

Challenges

Before selecting Certify, Frontwave Credit Union struggled with the following challenges that lead them to evaluate and ultimately choose Certify:

- Poor control over employee spend
- No visibility into corporate card reconciliation
- Data errors with manual data entry process
- Timely submission of reimbursable expenses and corporate card expenses
- Lack of data and reports to help drive insights to improve business impact
- Long reimbursement times
- Inability to audit expense reports to ensure policy compliance

Use Case

Frontwav Credit Union said they were extremely satisfied or very satisfied with Certify's ability to:

- reduce errors caused by manual data entry: extremely satisfied
- increase visibility into spend: extremely satisfied
- help ensure policy compliance: extremely satisfied
- improve the ability to make data-driven decisions and contribute to business KPIs.: extremely satisfied
- reimburse expenses faster: extremely satisfied
- save time by automating manual tasks: extremely satisfied
- provide better oversight into costs and expenses: extremely satisfied

Frontwave Credit Union said they find the following aspects of Certify extremely valuable or very valuable *

- expense report creation speed
- instantAudit (automatic expense audit feature)
- receipt capture
- ease of use
- reportExecutive (automatic report creation)
- mobile app
- best-in-class support & training
- system reliability

Results

Frontwave Credit Union saw a return on their investment in just 4-6 months.

Frontwave Credit Union rated Certify best-in-class than other vendors for:

- policy control
- expense report creation speed
- credit card reconciliation
- ease of use
- mobile app
- support & training
- system reliability

Frontwave Credit Union strongly agreed with the following statements:

- Certify partners with us in implementing our vision and helping us to achieve our business objectives and strategic goal
- Certify helps us better predict spend
- Certify support is best-in-class
- Certify removes manual work and allows our finance team to be more strategic
- Certify helps us automate previously manual work and support a remote workforce

According to Frontwave Credit Union, Certify has helped them:

- Save finance team's time so they can focus on more meaningful and strategic work
- Increase productivity by automating mundane, manual tasks
- Improve employee morale and work-life balance
- Reduce stress associated with expense and/or invoice management
- Enable remote work with cloud-based, paperless solutions

On average, Frontwave Credit Union said they saved 10+ hours/month since using Certify.

Company Profile

Company:
Frontwave Credit Union

Company Size:
Medium Enterprise

Industry:
Banking

About Certify by Emburse

Certify is the leading online spend management solution for companies of all sizes. Organizations worldwide book travel, complete expense reports, and digitize the procure-to-pay process quickly and easily using Certify cloud and mobile applications. For more information about Certify, please call +1 207 773-6100 or visit www.certify.com.

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