

# Truliant Federal Credit Union reduces expense management stress with Certify

## Introduction

This case study of TRULIANT FEDERAL CREDIT UNION is based on an August 2020 survey of Certify by Emburse customers by TechValidate, a 3rd-party research service.

## Challenges

Prior to selecting Certify, Truliant Federal Credit Union struggled with:

- Data errors with manual data entry process
- Timely submission of reimbursable expenses
- Timely submission of corporate card expenses
- Lack of data and reports to help drive insights to improve business impact
- Inability to audit expense reports to ensure policy compliance

Truliant Federal Credit Union was using a manual/spreadsheet process before automating with Certify.

## Use Case

Truliant Federal Credit Union said they were **extremely satisfied** with Certify's ability to:

- Reduce errors caused by manual data entry
- Help ensure policy compliance
- Improve the ability to make data-driven decisions and contribute to business KPIs
- Reimburse expenses faster
- Save time by automating manual tasks
- Provide better oversight into costs and expenses

Truliant Federal Credit Union said the following aspects of Certify were **extremely valuable** to their organization:

- Policy control & enforcement
- instantAudit (automatic expense audit feature)
- Receipt capture
- Ease of use
- Mobile app
- System reliability

## Results

Compared to other products and solutions, Truliant Federal Credit Union said Certify was **significantly better** in the following areas:

- Policy control
- Expense report creation speed
- Ease of use
- Mobile app
- Support & training
- System reliability

Truliant Federal Credit Union said they agree that:

- 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 Truliant Federal Credit Union, Certify has helped them:

- Increase productivity by automating mundane, manual tasks
- Reduce stress associated with expense and/or invoice management

Since using Certify, Truliant Federal Credit Union's finance team has saved 5-10 hours/month and saw a return on their investment in under 9 months.

### Company Profile

Company:  
**TRULIANT FEDERAL CREDIT UNION**

Company Size:  
**Medium Enterprise**

Industry:  
**Financial Services**

### 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](http://www.certify.com).

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